

Service Manager

Position Specifics:

Department: Service

Reports to: General Manager or Aftermarket Manager

Supervises: Service Clerks/Writers, Service Technicians, and Service Staff

Purpose:

Manages service operations within the dealership to maximize return on investment by optimizing Service Department processes to ensure internal and external customer satisfaction. Grows profitable service labor sales and exercises disciplined expense control. Attracts, retains, and effectively engages department personnel.

Responsibilities:

- Develops, communicates, enforces and monitors effective Service Department processes to ensure internal and external customer satisfaction
- Creates annual Service Department goals and budget, in alignment with the organization's financial and operational objectives
- Develops and executes Service Department marketing plan and monitors monthly to ensure achievement of departmental goals
- Coordinates customer clinics, field days, and related promotional events
- Submits all service warranty and Product Improvement Program claims within the required timeframe to receive maximum credit
- Schedules and assigns jobs and work areas to employees in the Service Department according to their skills and knowledge
- Reviews work orders for completeness and accuracy prior to customer billing
- Ensures all departmental tools, equipment, and vehicles are in good working order
- Manages recruiting, staffing and employee development activities for employees reporting to this position

Experience, Education, Skills and Knowledge:

- 3+ years' experience in Service Department operations
- 4+ years' experience as a Service Technician
- Ability to lead others
- Ability to use standard desktop load applications such as Microsoft Office and internet functions and Service Advisor
- Ability to write and speak effectively to individuals and groups
- Familiar with John Deere and competitive products
- Basic understanding of financial principles relative to Service Department operations
- Ability to analyze and interpret internal reports
- Ability to work extended hours and weekends

- Excellent customer service skills
- Expert knowledge of mechanical, electrical and hydraulic systems used in the repair of agricultural and turf equipment
- High School Diploma or equivalent experience