TITLE: Service Manager

REPORTS TO: General Manager

POSITION INFORMATION:

The Service Manager is responsible for running an efficient and profitable service department. S/he will operate the department at maximum production, controlling costs, building a loyal clientele, maintaining good employee relationships, setting and obtaining sales and profit objectives, and maintaining service records.

DUTIES AND RESPONSIBILITIES:

(Dealer: For each job function, check ''E'' if it is essential in your dealership or ''M'' if it is marginal.)

Management-related:

E( ) M( ) Forecast goals and objectives for the department and strive to meet them.

E( ) M( ) Strive for harmony and teamwork with all other departments.

E( ) M( ) Prepare and administer an annual operating budget for the service department.

E( ) M( ) Attend managers' meetings as requested.

E( ) M( ) Understand, keep abreast of, and comply with federal, state and local regulations that affect service operations, such as hazardous waste disposal, OSHA right-to-know, etc.

Personnel-related:

E( ) M( ) Hire, train, motivate, counsel, and monitor the performance of all service department staff.

E( ) M( ) Direct and schedule the activities of all department employees.

E( ) M( ) Provide technical assistance to employees as needed.

E( ) M( ) Conduct meetings with department employees to discuss activities and problems of mutual interest.

E( ) M( ) Monitor technicians' payroll records.

Customer- and Department-related:

E( ) M( ) Establish and maintain good working relationships with customers to encourage repeat and referral business.

E( ) M( ) Establish and maintain good working relationships with vocational and technical schools to enhance personnel recruitment activities.

E( ) M( ) Serve as liaison with factory representatives.

E( ) M( ) Greet all customers promptly and give fair estimates on costs and time required for repairs and maintenance.

E( ) M( ) Handle all customer complaints.

E( ) M( ) Break down estimates into labor and parts before the job is started so that repair technicians are aware of time allowances.

E( ) M( ) Quality-check completed jobs.

E( ) M( ) Keep abreast of new equipment and tools available and recommend purchases.

E( ) M( ) Ensure that the work areas and customer waiting area are kept clean.

E( ) M( ) Account for all documents; ensure that none are missing.

E( ) M( ) Control the performance of the department using these tools: Daily Operating Control, efficiency and productivity control, comeback reports, warranty reports, telephone surveys, and monthly forecasts.

E( ) M( ) Maintain reporting systems required by general management and the factory.

E( ) M( ) Monitor repair order trends, such as number of repair orders completed, number of items per repair order, dollar sales per repair order, dollar sales per service advisor, etc.

E( ) M( ) Ensure that customers' service files are up-to-date and are readily available for reference. (Dealer: Specify here whether your files are computerized or not and the related specifics.)

E( ) M( ) Monitor the location and care of shop tools.

E( ) M( ) Collect accounts receivable for service work.

E( ) M( ) Follow up on parts department orders to ensure parts availability.

QUALIFICATIONS:

Ability to read and comprehend instructions and information. High school diploma or the equivalent. Two years of experience in an auto repair facility. ASE certification preferred. One year of supervisory experience. Excellent communication, supervisory, and managerial skills. Ability to operate the department at a profit according to dealership guidelines.

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WORKING CONDITIONS:

The Service Manager will work at a desk which is enclosed in the service department garage. S/he will be exposed to noise, vibration, paint, dust, exhaust fumes, and other hazardous and nonhazardous materials. S/he will move about the service area to work with the service advisors and technicians. S/he will crawl under cars and get in and out of cars to inspect work completed.

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NOTE:

This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the dealership reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, work load, rush jobs, or technological developments).

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the dealership has a similar right.

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Employee's Name Employee's Signature Date

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Supervisor's Name Supervisor's Signature Date

We are an Equal Opportunity Employer