

Service Manager

The primary skill sets of the Service Manager are knowledge of the proper proactive processes and team-building ability for increased customer loyalty and service absorption.

The job may include:

- Coordinate training for staff – both hands-on in-dealership training and necessary factory training.
- Demonstrate the proper ways to handle customers and hold team accountable to building customer loyalty and profitability.
- Track results of shop productivity and individual worker's productivity including but not limited to hours billed, efficiency, hours per repair orders, upsell, parts efficiency, etc.
- Communicate positive results with public praise and privately coach poor results.
- Set and communicate goals with team.
- Handle the human resources of the department including recruiting, hiring, training, coaching, evaluating, motivating and rewarding team.
- Be aware of shop capacity.
- Be aware of open work order status.
- Hold regular staff meetings.
- Report results and issues to upper management on a regular basis.
- Set performance-based pay plans for team that is easily understandable and motivates them. The objectives must be within their control and promote teamwork.
- Ensure that everyone has accurate job descriptions and understands them.
- Ensure all needed tools and equipment are in good working order.
- Understand and comply with federal, state, and local regulations including safety requirements, hazardous waste, OSHA, etc.
- Track customer satisfaction and change processes in shop as needed for increased FFV.
- Use dealer management software and vendor sites and ensure that the team is using it properly.
- Applies information found in tech bulletins, service manuals, etc.
- Identifies trends in repair orders (service and parts dollars, lines per order, lost parts sales).
- Proactively recruit and keep hot file of prospects.
- Is organized and keeps work areas clean and orderly.
- Ensures that we are getting paid promptly on warranty and red-tagged service tickets.
- Is aware of the market – what other stores are charging for labor, specials, menus, etc.
- Plans effective marketing year round to keep efficiency up in the slow season.
- Works with the sales department to ensure successful rigging, used unit prep, unit shows, open houses, etc.
- Updates service menu and specials.
- Maintains a professional and positive attitude.