

AUTOMOTIVE SERVICE MANAGER - JOB DESCRIPTION

FUNCTIONS:

- Customer Relations
- Sales & Marketing Ability
- Interdepartmental Relations
- Understand Diagnostic Repairs
- Value Auditing
- Process Service Information
- Negotiate Vendor Contracts
- Mentor & Motivate Staff

SKILLSETS:

- Adaptability
- Strategic Analysis
- Continuous Improvement
- Customer Enthusiasm
- Sound Judgement
- Organizing and Planning
- Collaborate with Team Members
- Knowledge of Product

PERSONALITY ATTRIBUTES:

- Patience
- Attentiveness
- Cognitive Empathy
- Clear Communication Skills
- Ability to Use "Positive Language"
- Ability to "Read" Customers
- A Calming Presence
- Persuasion Skills
- "WOW" Customer Service

REPORTS TO:

- Dealer / Owners
- Fixed Operations Manager
- General Manager
- Our Customers

BUSINESS SKILLS REQUIRED:

- Knowledge of automotive systems in general
- Able to develop and follow action plans for department profitability and maintain customer enthusiasm
- Lead, motivate and train team members in Service Department operations
- Able to interpret and forecast financial reports
- Knowledge of parts and labor pricing procedures for CP, Internal and Warranty
- Familiarity of new models based on technical service bulletins and surveys
- Excel at leadership skills, including empowerment, educating, organizing and holding social sensitivity
- Ability to greet customers with courtesy and manage distressed customers
- Knowledge of automotive systems and ability to explain systems and repairs to customers of varying levels of technical understanding

- Ability to influence, negotiate and resolve concerns effectively
- Knowledge of manufacturer warranty and insurance policies
- Review and negotiate rates for annual contract renewals with outside vendors such as: Uniforms, HVAC, Lighting, Landscaping, Janitorial etc.
- Ability to readily work with numbers, mathematics, high-dollar amounts
- Highly organized, detail oriented, and able to thrive in a fast paced, changing environment

CUSTOMER SERVICE ORIENTATION:

- Believes that the customer is the most important thing.
- Devotes maximum attention and effort to providing the highest levels of customer service.
- Feels a personal sense of achievement when customers are delighted.
- Understands and anticipates customer needs and works diligently to meet them.
- Willing to go above and beyond the call of duty to help customers and resolve their problems.
- Thrives on ensuring that the customer experience is the best it can be.
- Sees customer complaints as opportunities to create customer satisfaction.
- Driven to make sure every customer feels valued.

POSITION SUMMARY:

- Move forward with fresh ways to improve shop production and finding creative ways to keep staff happy, inspired and ready to sell
- Direct the daily activities of the service department including advisors, cashiers, service BDC and technicians
- Monitor work flow to minimize disruptions, ensuring all repairs work and shop duties have been documented and or completed before end of each day
- Observe service consultant's daily performance and provide positive feedback or guidance
- Recommend novel marketing ideas to improve sales, customer retention and CSI
- Organize events such as Car Care Clinics, customer BBQ's, customer appreciation nights

- Ensure all staff members from advisors, cashiers, counter men to shuttle drivers maintain great relationships with customers and to exceed the customers' expectations
- Experienced with financial statement, annual forecasting and controlling expenses
- Monitor employee hours, vacation, absentee, and technician time tickets for payroll
- Understanding of CP and Internal sales, Hours Per RO, Effective Labor Rates and CP Parts
- Ensure all regulations and compliances are up to date such as; manufacturer training needs, government permits, operating license and legislative employment acts (WSIB, OHS, WMIS)
- Knowledgeable with maintenance and certification of equipment facilities such as; hoist, compressor, HVAC, sewer/drain, ozone, building maintenance etc....
- Promote the dealership's standards, integrity, ethics, and job performance

WHAT THE WORKER IS LIKE?

The Service Manager:

- Is a detail-oriented individual comfortable with financial reports and forecasting.
- Must be people-oriented and willing and able to assist employee from cashiers to technicians to ensure their enthusiasm.
- Must have a thorough insight into automotive systems in general and must have a working knowledge of repairs needed most for specific models.
- Must maintain a broad knowledge of the manufacturer's new and recent products.
- Must have business savvy, as the Service Department is an important source of profit for the dealership.
- Requires a genuine concern about customer enthusiasm, with consistent follow-through with team members.
- Must be capable of working independently, effectively managing his or her time and work flow.

WHAT THE WORK IS LIKE?

The work of the Service Manager:

- You are responsible for profit management in the Service Department and must examine department financial statements, including expenses and revenue, to ensure the department's profitability.
- Entails a considerable amount of walking, working with Service Consultants, Technicians, and greeting customers.
- Requires working closely with other managers in the dealership, planning for the appropriate availability of reconditioning, repairs, PDI's and participating in forecasting and revising plans.
- Meets with the Dealer, GM and participates in the preparation of the monthly and annual dealership forecast by projecting parts and labor sales, gross profits, expenses, and operating profits for the service departments.
- Makes sure facility is secure and operational; all equipment is in safe working order, and remains professional in appearance.
- Works closely with parts manager to ensure necessary parts are in stock and ensuring 100% fixed-right on the first visit.
- Requires accuracy, attention to detail, and clear communication with other team members and departments in the dealership.
- Requires the continuous updating of technical knowledge by reading service bulletins and consulting with technicians.
- Ability to work a flexible schedule, including weekends and evenings.

The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to do the job. You may be called upon to attend Workplace Health & Safety meetings, WHMIS training or other pertinent organizational training/certification when required.

Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time.

By signing this form, you confirm that you have discussed this job description in detail with your employer.

Dealership Name:	
Employee Name:	Date:
Employee Signature:	
Manager Name:	
Manager Signature:	Date: