**Job Description**

**Job Title:** Service Manager

**Department:**

**Reports To:**

**FLSA Status:**

**Prepared By:**

**Prepared Date:**

**Approved By:**

**Approved Date:**

**Revised Date:**

**SUMMARY**

Runs an efficient and profitable service department through productive staffing, customer retention, cost controls, achievement of objectives, and maintenance of all service records. Ensures that the daily inventory of technicians' time is consistently sold to service customers.

**ESSENTIAL DUTIES**

Essential Duties include the following. Other duties may be assigned.

Forecasts goals and objectives for the department and strives to meet them.

Hires, trains, motivates, counsels, and monitors the performance of all service department staff.

Prepares and administers an annual operating budget for the service department.

Maintains reporting systems required by general management and the factory.

Attends managers meetings.

Monitors and controls the performance of the department using appropriate reports, tracking systems, and surveys.

Strives for harmony and teamwork within the department and with all other departments.

Develops and implements a marketing plan which promotes new and repeat business.

Understands, keeps abreast of, and complies with federal, state, and local regulations that affect service operations, such as hazardous waste disposal, OSHA Right-to-Know, etc.

Understands and ensures compliance with manufacturer warranty and policy procedures.

Accounts for all documents; ensures that none are missing and all are processed correctly.

Holds weekly department meetings.

Directs and schedules the activities of all department employees.

Facilitates and/or conducts technical training and sends employees to appropriate training schools as needed.

Monitors technicians' daily productivity reports and corresponding payroll records.

Monitors and follows up on parts orders with the parts manager to ensure availability.

Initials all repair orders before submitting them to the warranty department, monitoring for sales and hours relative to expectations.

Establishes and maintains good working relationships with customers to encourage repeat and referral business.

Informs repair technicians of time allowances on each repair order.

Maintains high-quality service repairs and minimizes comebacks. Conducts periodic spot checks of completed jobs for thoroughness and quality.

Keeps abreast of new equipment and tools available and recommends purchases.

Ensures that the work areas and customer waiting area are kept clean.

Establishes and maintains good working relationships with vocational and technical schools to enhance personnel recruitment activities.

Serves as liaison with factory representatives.

Ensures the proper care, storage, and inventory of special tools.

Ensures that customers' service files are up-to-date and readily available for reference.

Ensures that all customers are greeted promptly and given fair estimates on costs and time required for repairs and maintenance.

Prepares pricing guides and maintenance menus for frequent labor operations.

Handles customer complaints immediately and according to dealership's guidelines.

Establishes and maintains 24-hour follow-up with all customers to confirm satisfaction with the service experience.

Maintains safe work environment.

Maintains a professional appearance.

**MARGINAL DUTIES**

Marginal Duties include the following. Other duties may be assigned.

**SUPERVISORY RESPONSIBILITIES**

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

• Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

• Two to four years related experience and/or training; or equivalent combination of education and experience.

• Four to ten years related experience and/or training; or equivalent combination of education and experience.

**LANGUAGE SKILLS**

• Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

• Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

• Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

**MATHEMATICAL SKILLS**

• Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

• Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

**REASONING ABILITY**

• Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

• Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

• Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Automotive Service Excellence (ASE) Certifications

Automatic Transmission/Transaxle Certification for Auto/Light Truck

Brakes Certification for Auto/Light Truck

Electrical/Electronic Systems Certification for Auto/Light Truck

Engine Performance Certification for Auto/Light Truck

Engine Repair Certification for Auto/Light Truck

Heating and Air Conditioning Certification for Auto/Light Truck

Manual Drive Train and Axle Certification for Auto/Light Truck

Suspension and Steering Certification for Auto/Light Truck

Damage Analysis and Estimating Certification for Collision Repair

Mechanical and Electrical Components Certification for Collision Repair

Non-Structural Analysis and Damage Repair Certification for Collision Repair

Painting and Refinishing Certification for Collision Repair

Structural Analysis and Damage Repair Certification for Collision Repair

Assembly Specialist Certification for Engine Machinist

Cylinder Block Specialist Certification for Engine Machinist

Cylinder Head Specialist Certification for Engine Machinist

Brakes Certification for Medium/Heavy Truck

Diesel Engines Certification for Medium/Heavy Truck

Drive Train Certification for Medium/Heavy Truck

Electrical/Electronic Systems Certification for Medium/Heavy Truck

Gasoline Engines Certification for Medium/Heavy Truck

Heating, Ventilation, and Air Conditioning Certification for Medium/Heavy Truck

Preventive Maintenance Inspection Certification for Medium/Heavy Truck

Suspension and Steering Certification for Medium/Heavy Truck

Automobile Parts Specialist Certification

Medium/Heavy Truck Parts Specialist Certification

Air Conditioning Certification for School Bus

Body Systems and Special Equipment Certification for School Bus

Brakes Certification for School Bus

Diesel Engines Certification for School Bus

Drive Train Certification for School Bus

Electrical/Electronic Systems Certification for School Bus

Suspension and Steering Certification for School Bus

Advanced Series - Automobile Advanced Engine Performance Certification

Advanced Series - Truck Advanced Electric Diesel Engine Diagnosis Certification

Light Vehicles - Compressed Natural Gas Certification for Alternate Fuels

I-CAR Certificate of Advanced Training

Advanced Vehicle Systems

Aluminum Repair, Replacement and Welding

Detailing

Electronics for Collision Repair

Executive Seminar

Finish Matching

Glass Replacement

Plastic Repair

Steering and Suspension

Understanding Collision Repair

Workplace Hazardous Materials

Manufacturer Training

Paint Manufacturer Training

State Emission Certification

State Vehicle Inspector Certification

Valid Driver's License

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.