

JOB DESCRIPTION:

Job Title: Service Manager

Function: Dealership

Reports to: General Manager

Job Purpose:

The Service Manager role is one of the most demanding and rewarding roles in our Dealerships and is critical in supporting the Dealership General Manager and the Group to reach their objectives. The Service Manager oversees the service department and is responsible for setting and achieving sales and profit objectives for the department and ensuring delivery of results and productivity through outstanding leadership. They are also responsible for setting budgets, controlling costs, building a customer database, establishing and maintaining good employee relations, and maintaining service records. Additionally, they must achieve outstanding customer service results, satisfy service concerns of all customers, ensure that the Service Department is operated at the highest level and operate the department profitably and efficiently.

As with all positions within dealerships, Service Managers are expected to uphold the highest ethical standards.

JOB DUTIES:

- **Managing and Developing the Team:** To lead the team and set the vision and strategy for the department. To continuously work to motivate, coach and develop your team to achieve their objectives.
- **Customer Satisfaction (CSI):** To take responsibility for implementing and maintaining effective processes to achieve the highest possible customer satisfaction levels in excess of the manufacturer national average.
- **Generating Gross Profit:** To deliver gross profit in line with the business plan by maximising the number of hours sold and driving revenue per transaction by motivating upsell and product sales.
- **Departmental Expenditure:** To monitor and control costs in line with the business plan whilst maintaining quality standards and Customer service.
- **Data quality:** To ensure accurate collection and recording of customer data in line with Group standards.
- **Manufacturer Franchise Standards:** To ensure that the manufacturer's standards are adhered to at all times.
- **Health and Safety:** To ensure that a safe working environment is maintained in line with the Company's Health & Safety policy.
- **Marketing Strategy:** To maximise the effectiveness of Group and Manufacturer initiatives and to develop a local marketing strategy with the GM to drive market penetration.
- **Colleague Performance Management:** To set each colleague individual targets, continuously monitor their performance and efficiency and provide first class coaching and training to support their success.

ESSENTIAL CRITERIA:

- Experience of managing a Service Department in a Franchised Dealership.
- Experience and knowledge of Financial and Management Accounts.
- Experience of Workshop Loading.
- Experience of delivering Manufacturer CSI Results.
- Experience of leading and managing a team of technicians and service advisors.
- Experience of performance management and delivering results through coaching.
- Require strong communication skills to deal with customers, employees and suppliers:
 - Verbal
 - Telephone
 - Face to Face
 - Reports
 - Presentations

DESIRABLE CRITERIA:

- Manufacturer Experience.

ESSENTIAL COMPETENCIES:

Leading and Supervising:

Provides others with a clear direction; motivates and empowers others; recruits staff of a high calibre; provides staff with development opportunities and coaching; sets appropriate standards of behaviour.

Planning and Organising:

Sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances; identifies and organises resources needed to accomplish tasks; manages time effectively; monitors performance against deadlines and milestones.

Delivering Results and Meeting Customer Expectations:

Focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves project goals.

Analysing:

Analyses numerical data and all other sources of information, to break them into component parts, patterns and relationships; probes for further information or greater understanding of a problem; makes rational judgements from the available information and analysis; demonstrates an understanding of how one issue may be a part of a much larger system.