**JOB DESCRIPTION – SERVICE MANAGER**

Job Title: Service Manager

Job Holder:

Location:

Reports To:

Significant Relationships:

**OVERALL OBJECTIVE OF ROLE**

* Customer interaction;
* Possess the technical and business acumen;
* Ability to provide a strong level of customer service.

**KEY TASKS AND RESPONSIBILITIES**

* Supervise day to day operations, control warranty costs and travel expenses.
* Manage service and parts operations at the store level.
* Performs service writing.
* Train/mentor team; maintain records of time, expenses and materials.
* Perform equipment inspections, adjustments and certifications.
* Perform other related duties as assigned.
* Help maintain cleanliness of vehicles and service center.
* Effectively handle multiple priorities, organize workload, and meet deadlines.
* Pick up and deliver customer vehicles.
* Manage the running of the business.

**KEY COMPETENCIES**

**Personal Qualities**

* Methods, techniques, parts, tools and materials used in the maintenance and repair of vehicles including testing, diagnosis, HVAC service, hydraulic, brakes, testing and repair of electronic systems and modules.
* Operation and maintenance of a wide variety of hand and power tools, shop tools, test equipment.
* Automotive equipment and servicing methods.
* Dealer Business Process and Best Practice.
* ERP and DMS Systems, Microsoft Office Suite.

**Education and Experience**

* Degree or certificate from a university program in Automotive Technology or equivalent experience.
* 5+ years’ experience in a dealership environment, 7+ years in the automotive industry desired.
* 2-5 years’ Service Manager experience and 2-5 years’ Service Advisor experience.
* Factory-trained master status/OEM training, hybrid-technology experience a plus.
* Certification to repair A/C systems and handle refrigerant desired.
* Excellent oral and written communication skills as well as the ability to follow instructions required.
* Ability to establish and maintain cooperative working relationships with those contacted in the course of work, including the public.
* Maintain and perform top level professional integrity and appearance as a Service Manager.
* Experience of Microsoft packages (Excel, Word, PowerPoint and Outlook).

Signed on behalf Date

of the Company

I have received a copy of this job description, read it, understood it and agreed to it.

Signed Date

Print Name