

Job Description

Job Title: Service Manager

Reports To:

FLSA Status:

Department:

Division:

Summary: Responsible for the smooth operation of the Service Department and insuring complete customer satisfaction on a daily basis by performing the following duties.

Duties and Responsibilities include the following. Other duties may be assigned.

1. Attains complete customer satisfaction and maintains profitability goals within the Service Department.
2. Prepares Service Department forecast budget, and submits to management on an annual basis.
3. Communicates to customers in a clear manner the nature of service needed and cost of parts and labor.
4. Resolves customer/service accounts in a prompt and efficient manner to minimize customer inconvenience and maximize the company's business image with the customer.
5. Monitors warranty documentation for discrepancies and problems on a daily basis.
6. Documents factory recall procedures and updates appropriate departments via correspondence as needed.
7. Attends factory seminars, training courses and periodic management meetings to discuss management problems or changing trends within the industry.
8. Stays updated on competitor activity through review of information from the field and other industry sources.
9. Plans and facilitates monthly meetings.
10. Performs other related duties as assigned.

Skills:

Oral Communication Skills

Written Communication Skills

Technical Communication

Customer Service

Diplomacy

Math Aptitude

Organization

Planning

Reading Skills

Time Management

Education/Experience:

High School Diploma or Equivalent. Prior management and/or customer service experience helpful.