

General Service Manager



Position Specifics:

Department: Service

Reports to: CEO

Supervises: Service Location Managers, Corporate Warranty Administrator

Purpose:

Directs and controls service operations for the entire organization to maximize return on investment through service sales growth and the effective management of labor sales, staffing and budgets. Attracts, retains, and effectively engages department personnel.

Responsibilities:

- Develops, maintains and manages the execution of the Service Department Strategic Business Plan for the organization
- Creates and monitors annual Service Department goals and budget for the entire organization, in alignment with the organization's financial and operational objectives
- Develops, communicates, enforces, and monitors effective Service Department processes to ensure internal and external customer satisfaction as well as Service Department efficiencies
- Monitors individual and overall Service Department performance relative to labor sales and expense control, across the organization in line with the organization's objectives
- Develops and implements the Service Department employee compensation plans
- Creates and facilitates the execution of Corporate Service Marketing Plan including advertising, marketing and promotional programs to grow labor sales for the organization
- Facilitates the organization's Customer Satisfaction Program to enhance and maintain customer relationships and training relative to service support
- Manages recruiting, staffing and employee development activities for the Service Department

Experience, Education, Skills and Knowledge:

- 5+ Years experience as a manager
- Ability to lead and motivate others
- Strong interpersonal skills
- Ability to use standard desktop load applications such as Microsoft Office and internet functions
- Ability to write and speak effectively to individuals and groups
- Familiar with John Deere and competitive products
- Basic understanding of financial principles relative to Service Department operations
- Ability to analyze and interpret internal reports
- Associates degree or equivalent experience required; Bachelors degree preferred