

POSITION SPECIFICS

REPORT TO Store Manager

SUPERVISE Service Writers, Service Technicians, and Service Staff

DESCRIPTION

Manage service operations within the dealership to maximize return on investment by optimizing Service Department processes to ensure internal and external customer satisfaction. Grow profitable service labor sales and exercises disciplined expense control. Attract, retain, and effectively engages department personnel.

RESPONSIBILITIES

- + Develop, communicate, enforce and monitor effective Service Department processes to ensure internal and external customer satisfaction
- + Create annual Service Department goals and budget, in alignment with the organization's financial and operational objectives
- + Develop and execute Service Department marketing plan and monitor monthly to ensure achievement of departmental goals
- + Coordinate customer clinics, field days, and related promotional events
- + Submit all service warranty and Product Improvement Program claims within the required timeframe to receive maximum credit
- + Schedule and assign jobs and work areas to employees in the Service Department according to their skills and knowledge
- + Review work orders for completeness and accuracy prior to customer billing
- + Ensure all departmental tools, equipment, and vehicles are in good working order
- + Manage recruiting, staffing and employee development activities for employees reporting to this position

QUALIFICATIONS

- + 3+ years experience in Service Department operations
- + 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
- + Ability to work extended hours and weekends
- + Excellent customer service skills
- + High School Diploma or equivalent experience

COMPETITIVE WAGES & BENEFITS

Health | Dental | Vision | Life Insurance | Disability | 401k | PTO | Paid holidays | +More