

JOB PROFILE
SERVICE MANAGER

Reporting to the Depot Manager the post-holder will be responsible for developing and maintaining the after sales service provided to customers at the depot.

Particular areas of responsibility will be to: -

- Formulate departmental profit plans and agree with job superior.
- Maximise the profitability of the department through the achievement of targets and control of resources.
- Monitor productive performance by total and individual technician against budgeted levels.
- Market the departments through effective merchandising promotions and customer contact to enhance the reputation of the dealership.
- Contribute to the development of all operating and administrative systems in order to ensure that quality, timely work is carried out and meeting the required KPI's.
- Ensure that all Health and Safety regulations are adhered to by management, staff and visitors.
- Take responsibility for the recruitment, training, supervision, performance and attendance management of all staff within the depot.
- Ensure that all workshop customer complaints are handled to the mutual satisfaction of the customer and the dealership.
- Ensure the internal and external appearance of the department and housekeeping are of the highest standards.
- Maintain standards as set out in Dealer Operating Standards and carry out Management reviews.
- Monitor and control DOTY compliance within the departments control.

Candidates should be able to demonstrate: -

- Proven track record in management
- Previous experience in the automotive industry.
- Effective negotiating and influencing skills.
- Ability to organise work on own initiative, and that of the team.
- Ability to identify opportunities for business development within the region.
- Computer literacy.
- People management skills.
- Ability to deal with all levels of customer service.
- Awareness and understanding of health and safety requirements.

Particular experience / skills that will be regarded as ideal are: -

- A successful record in After Sales.
- Clear understanding of management accounts.
- Previous supervisory experience.
- Commercial understanding of the aftersales business.