



Service Manager

The Service Managers role is to maximise efficiency and profitability from the Service Department. Applicants interested in pursuing a career in Service Management and working as a member of a Service Department within a dealership and must be over 18 years of age. Applicants must also have a minimum requirement 5 Passes in Ordinary Papers at Leaving Certificate level or equivalent qualifications or relevant service or management experience.

The primary functions of a Service Manager are as follows:

Personnel:

- Manage Service Department Staff Including:
- Recruitment,
- Induction,
- Training and Development,
- Performance and Salary Appraisal,
- Discipline,
- Dismissal
- Employee Records

Service Management:

- Implement and monitor workshop loading system
- Implement and monitor job card system
- Implement and monitor service reception to maximise booking efficiency
- Regularly monitor workshop productivity, profitability and financial performance and take corrective actions if necessary
- Assign work to relevant employees
- Advise on diagnostic problems
- Develop and maintain relationships with distributors, suppliers and other relevant contacts
- Monitor equipment use and maintenance
- Maintain and manage warranty debtors account and all warranty related paperwork and procedures in accordance with company and/or distributors policy
- Implement and monitor estimating system
- Insure accurate and up to date invoicing and payment
- Monitor profitability of retail charge rate and parts margins

- Minimise use of overtime
- Develop and implement a marketing plan to maximise business for the workshop
- Promote associated products and services
- Manage workshop Health and Safety
- Implement and monitor quality customer service programme and improve overall customer service levels within the Service Department

The Service Manager may report to the General Manager or Dealer Principal