



JOB DESCRIPTION

NAME: XXXXXXX
JOB TITLE: Service Manager
REPORTS TO: XXXXXXX- Branch Manager
SUPERVISES: All Service Department Staff
WORKING RELATIONSHIP: All Branch and company staff and franchise representatives.

JOB FUNCTION: Effectively manage and direct all aspects of the Agricultural Service Department operations in an up-beat manner which insures Customer satisfaction and profits for the Dealership.
Co-ordinate activities and co-operate with other Departments of the Dealership to best serve the service needs of the Customer.
Sell Boekeman Machinery parts, labour and wholegoods service 100% of the time.

PRIMARY RESPONSIBILITIES:

1. Schedule all service work and assign to the Technicians. Oversee the work to insure satisfaction for the Customers.
2. Final checking of Service Repair Orders ensuring satisfactory description of job repair, all labor, parts and sundries are charged.
3. Schedule after hours and weekend on call seasonal rosters for emergency breakdowns and ensure that they are followed.
4. Oversee all apprentice activities. Assist in developing their knowledge and training.
5. Recommend training for the Technicians to ensure that their skills keep up to date with new models of machinery.
6. Advise Customers of repairs and estimated cost of their repairs.
7. Assist with charging out all Service invoices, Customer, Internal and warranty in a timely, profitable manner. Once the job is completed the invoice must be raised immediately.
8. Work with Customers to resolve any complaints.
9. Be contactable and available after hours during the busy seasons.
10. Maintain a clean and orderly shop area at all times.
11. Maintain a clean and orderly lot with correct placement of machinery.
12. Keep special tools up-to-date and calibrated.
13. Maintain and keep current Service Library manuals and bulletins.
14. Work with Sales staff on prompt and cost-effective reconditioning of used equipment.
15. Assist Technicians when needed. Carry out emergency hands on work when required.
16. Check all work completed to minimize re-works.
17. Control expenses of Service Department while maintaining productive services for our Customers.

18. Prepare and follow a Sales and Operating Budget.
19. Work harmoniously with the other Departments in the Dealership.
20. Conduct regular Service Department meetings.
21. Control non-productive time, breaks, holidays, sick leave and personal leave.
22. Develop listening skills to be able to deal with all types of people.
23. Ensure all warranty claims are claimed ASAP to minimize company loss.
24. Assist in maintaining filing and storage system for warranty parts so any warranty necessary for return is on hand.
25. Bring Service Technician problems to the Branch Manager if you cannot solve them yourself.
26. Keep a friendly and positive attitude in yourself and all employees.
27. Insure that all personnel and the shop look professional and that the shop is a safe environment
28. Attend any Company, store or community functions that will benefit the Dealership.
29. Assure that at least one person is qualified to fill any specific job position including the Manager's position.
30. Develop programs to upgrade all employees capable of and desiring advancement.
31. Develop interpersonal skills so as to be able to draw out, compel or show the best performance from each member of your team.
32. Insure that new machines and machines going out on a demonstration are clean and in "ready to go" condition; that follow-up service is conducted as required and in line with factory warranty.
33. Work closely with the Parts Department personnel to insure that parts required are available.
34. Keep current on product knowledge and benefits of specific vehicles to clients.
35. Dress as a professional.
36. Avoid allowing personal affairs to interfere with daily professional activities.
37. Make certain there is no form of discrimination anywhere in the Business regarding sex, race, age or religion.
38. Know the regulations and make certain we are in compliance with all safety and OSHA standards.
39. Perform other duties as assigned by the Branch Manager.

XXXXXX: _____

Date: _____

XXXXXX: _____

Date: _____