**Position: Service Manager, Full-Time**

**Facility:** Harris Golf Cars – Sugar Grove, IL

**Job Summary:**

This position is responsible for customer contact, external and internal communication, and managing the workflow in the service and retail area. Customer Satisfaction is a priority.

**FSLA Status:** Exempt

**General Requirements:**

* Two or more years experience preferably in one of the following industries: agricultural equipment, motor vehicle industry, outdoor power equipment, recreational vehicles, construction equipment and machinery, small engine and accessories.
* Must possess a valid driver’s license.
* Must be willing to work a normal 45-50 hours per week, and longer hours as required to meet customer demands.
* Able to lift and handle heavy loads up to 70 lbs., and work indoors and outdoors in all weather conditions.
* Must be proficient in parts lookup and servicing customers at the parts counter.
* Must have good organizational, multitasking, and computer skills.
* Ability to approach problems objectively and work logically to find a solution.
* Strong/Positive interpersonal and communication skills

**Target Responsibilities:**

* Establish and remain the main contact with all service customers. Insure that all service work is entered, scheduled, and accurately completed in the quickest possible timeframe.
* Present a friendly, positive attitude to all customers.
* Process and handle all work orders and warranty claims from start to finish.
* Monitor service technician’s monthly goals in order to maintain an appropriate level of professional service.
* Coach each service technician to improve his performance and safety, and enhance their technical skills.
* Oversee the appearance and organization of the service department, and the associated outside areas to communicate professionalism of the service technicians and commitment to the excellence of the dealership.
* Monitor Service Contracts and Inspections to ensure Harris and customers responsibilities are being fulfilled.
* Handle all customer requests in a timely manner.

**Daily Duties and Responsibilities:**

* Begin each workday with a positive attitude by encouraging each technician to meet daily and weekly goals.
* Work to develop and maintain a sense of “team” in the service department and across other departments.
* Continue to refine the service department processes in order to enhance the customers’ experience with the service department, and the dealership.
* Update the service goals’ board on a daily basis, and report results of daily activities to management.
* Review work orders for complete and accurate information. Determine work requirements and priorities.
* Scheduling and routing of on-site service routes.
* Ensure work orders are completed in a timely manner with all supporting documentation and complete details on the work order. Finalize WO to customer invoices or internal accounting properly.
* Assist in the assignment of work, based on the priorities established by management.
* Prepare technician’s status reports, basic reports, and time/activity logs.
* Provide general diagnoses of repair and maintenance equipment problems for the customer and communicate this information to the technician.
* Follow-up on availability of parts ordered, working with the parts department.
* Make sure each piece of equipment being repaired has been inspected for other issues using the appropriate Maintenance Inspection Checklist for that equipment. Make sure customer has been notified if additional service items have been discovered, and consent has been given to the service department to complete additional work.
* Check to ensure all equipment repairs have been tested under difficult operating conditions, and that the problems stated on the work order have been properly repaired.
* Conduct customer survey follow-ups, and report results to management on a monthly basis.
* Perform other duties as assigned.

**Weekly Duties and Responsibilities:**

* Meet with Management Team for departmental overviews of goals and objectives for the week. Discuss promotions and opportunities for the department, as well as opportunities to exceed expectations.
* Update service reference materials: bulletins, manuals, and publications.
* Evaluate tools and equipment to make sure they are in good working condition.
* Communicate with all customers who have a golf car in our shop or work order for service to give them a status update and estimated date of completion.

**Monthly Duties and Responsibilities:**

* Meet with each employee to discuss work performance, based upon goals and expectations for preceding month and upcoming month. If needed, set improvement processes in place to assist in achieving agreed upon objectives.
* Meet with manager to discuss results from the previous month, and to review goals and objectives for the upcoming month. Discuss any employee issues and improvement processes implemented to correct performance issues.

**Quarterly Duties and Responsibilities:**

* Meet with Service personnel to review ideas on ways to improve efficiencies in the service department. Each person is responsible for coming up with one idea he/she can use to make the department, or him/herself, more efficient, and apply it during the next quarter.
* Meet with Manager to discuss improvement processes needing to have implemented during the next quarter.

**Annual Duties and Responsibilities:**

* Meet with Management Team to discuss year-end results, goals, and objectives for the upcoming year.
* Meet with Service personnel to discuss year-end results, and to outline goals and objectives for the upcoming year.

**Benefits:** Retirement Plan, Health Insurance, PTO.

**Responsible to:** Branch Manager

**Salary Range:** $65,000 - $75,000 and a $4,000 sign-on bonus

**Position Available: I**mmediately

**Send Resume to:** Human Resources

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