



### **Job Description: Service Manager**

We're looking for our next best Service Manager!

The Service Manager manages daily operations by providing leadership for technicians and service advisors. Working with the management team, the position also contributes to the development and implementation of organizational strategies, policies and practices. The main purpose of the Service Manager is to plan and direct operations and improve productivity, efficiency, profitability and customer satisfaction.

#### *Responsibilities include:*

- Maintain a high level of leadership knowledge and practical experience through classroom training, hands-on experience and reading
- Be familiar with the staff's capabilities, personality, skill level and speed
- Cater to customers and staff concerns
- Take ownership of issues and follow them through to resolution; resolve issues in a professional, expedient manner
- Ensure repairs or other tasks are performed in a correct, cost effective and timely manner
- Delegate tasks and accountabilities
- Maintain an orderly workflow according to priorities
- Improve operational systems, processes and best practices that guarantee organizational well-being
- Improve customer service experience, create engaged customers and facilitate organic growth
- Keep accurate records and document customer service actions and

discussions

- Competent in Service Advisor duties and selling services
- Monitor shop equipment, operating conditions and facility condition, and make repairs and purchases as needed
- Direct the maintenance of shop cleanliness and appearance in accordance with company housekeeping policies and management directives
- Report to management any situation or condition that jeopardizes the safety, welfare or integrity of the shop, its personnel or customers
- Assist with comeback review and perform quality control checks
- Monitor productions KPI's
- Ensure a positive work environment
- Recruit, mentor and develop technicians and service advisors and nurture an environment where they can excel through encouragement and empowerment
- Monitor work schedules
- Monitor and evaluate staff performance
- Keep ahead of industry developments and apply best practices to areas of improvement
- Outside normal business hours may be necessary to complete responsibilities

### **What YOU can bring to our team:**

The title is a bit misleading for a great Service Manager is in reality a great *leader*. As a leader, you need to be able to realize your own shortcomings and then be willing to take the steps to improve. You need to be able to assist everyone in bettering themselves as a person and as another employee, no matter the position. You need to have the ability to communicate to customers in a way they understand the repair and the necessity of it. You need to have a good attitude towards ongoing training, have the willingness to grow and the ability to help others grow. You should be able to handle constructive criticism and make yourself better from it. You should have the ability to work directly with the techs with problem cars in order to help them come to a solution. You should be willing to do everything from cleaning the bathrooms and helping customers to keeping up the Friday BBQ and selling repairs.

*Our ideal candidate:*

- At least 5 years in shop management
- Strong leadership skills
- Curious
- Follow through with assignments

- Autonomous and accountable
- Excellent people manager; open to direction and a collaborative work style
- Strong conflict resolution skills with customers, staff and vendors
- High integrity and competence
- Ambition
- Consistent and reliable
- Willing to tackle problems
- Leads by example and maintains a positive and helpful attitude
- Respects and has the respect of fellow employees
- Shows empathy and willingness to help
- Possess solid analytical and problem solving abilities
- Able to remain calm and clear-headed in an emergency
- Manages time efficiently
- Detail oriented
- Computer literate
- Communicates clearly and effectively
- Capable of translating industry terminology into layman's terms
- Excels at working in a fast pace, community environment
- Demonstrates commitment to high professional ethical standards in a diverse workplace
- Ability to challenge and debate issues of importance to the organization
- Ability to look at situations from several points of view
- Effectively delegates responsibilities
- Strong decision making skills

### **Why join us?**

We are a reputable, professional, family-owned independent repair shop that has been serving the Fort Collins community for 25 years. We were awarded the 2017 BBB Torch Awards for Ethics and 2015 Small Business of the Year by the Fort Collins Area Chamber of Commerce in which there were over 40 nominees. We attribute this success to our talented and committed crew. We've got a strong customer base, lots of vehicles that need care and we continue to grow year after year.

- As a AAA Approved Auto Repair Shop and NAPA AutoCare Center, we adhere to the highest professional standards in the industry
- We are committed to providing an honest, exceptional and engaging auto repair experience to the community

- A steady supply of repair and maintenance work--we've been in business 25 years at the same location!
- Opportunities for advancement and growth including paid training
- A supportive team
- Positive, upbeat work environment
- Integrity woven into everything we do
- Friendly and knowledgeable co-workers
- Access to the best equipment, resources and training
- Top wages including a guaranteed salary plus generous commissions
- Paid vacations and holidays
- Weekends off
- Health insurance and a matched retirement plan
- High earning potential
- Computer terminals, modern equipment, and subscriptions to professional repair databases and labor guides
- Paid uniforms
- Clean and organized working environment with efficient systems
- Management who listens and deeply cares about YOU

Learn more about us at [www.communityautoinc.com](http://www.communityautoinc.com)

Respond to this ad or apply here: <https://www.communityautoinc.com/employment>

Thank you for considering us! We are looking forward to hearing from you!