

Service Manager



Our **Provost** location is seeking a service manager preferably with an agricultural background to manage and operate the service department of our John Deere dealership, maximizing efficiency and maintaining excellent customer satisfaction.

Responsibilities:

- Manage and direct service tasks, monitoring progress of current projects, and managing service department members to ensure the team's objectives are met.
- Effectively and efficiently manage work on sold equipment with the sales department.
- Work closely with Corporate Service Manager to set and meet annual service department goals, in alignment with the organization's financial and operational objectives.
- Submit all service warranty and Product Improvement Program claims within the required time frame to maximize credit.
- Schedule and assign jobs to employees in the Service Department according to their skills and knowledge.
- Submit quotes and review work orders for completeness and accuracy prior to customer billing.
- Handle customer concerns quickly and professionally to maintain good customer relationships, ensuring contact with any customer is done in a courteous manner.
- Provide guidance and technical knowledge to both staff and customers.
- Ensure all departmental tools, equipment, and vehicles are in good working order.
- Follow all safety rules and regulations in performing work assignments.
- Other duties assigned by management or directly related to customer service.

Experience, Education, Skills and Knowledge:

- Ability to use standard desktop load applications such as Microsoft Office and web-based applications.
- Ability to communicate effectively, organize work, and set priorities.
- Familiar with John Deere Agriculture Equipment as well as competitive equipment.
- Basic understanding of financial principles relative to Service Department operations.
- Ability to analyze and interpret internal reports.
- Ability to work flexible hours and weekends.
- Excellent customer service and critical thinking skills.

Please send resumes to alohner@briltd.com