

Service Manager

Job Description

Job Title: Service Manager

Department: Service/Repair

Reports To: Owner

Summary: Responsible for every aspect of the repair shop operations, growing repair shop profit, and growing the productivity of the technicians and the quality of the repairs. Contributes to the overall success of the company by participating in all aspects of the business.

Responsibilities Summary:

- Increase Service Center profitability
- Supervise a staff of professional technicians
- Monitor and maintain inventory of shop supplies and repair parts
- Contribute to staff training manual and conduct staff training sessions
- Process warranty claims
- Conduct timely performance reviews for store personnel
- Participate and contribute in store planning sessions
- Participate in store community events and official staff gatherings

Duties and Responsibilities:

- 100% bike safety check proficiency
- Complete repairs
- Set tangible goals for staff
- Motivate and reward staff using positive reinforcement techniques
- Manage payroll and staffing schedule for the service department
- Assist other technicians with repairs
- Monitor and maintain quality control systems
- Inform technicians regarding new policies, policy changes, new procedures, and procedure changes
- Enforce the service department's policies
- Maintain warranty policies and procedures
- Monitor and maintain technician's efficiency, maintain technician productivity rate as established
- Manage shop supplies
- Maintain all shop tools
- Ensure that proper safety practices are being followed

- Handle customer complaints
- Delegate jobs and responsibilities to technicians
- Ensure customer service standards are being met
- Maintaining employee morale
- Train and reward employees as needed and appropriate
- Meet staffing requirements ensuring the store has the correct number of technicians at required levels
- Make sure that there is good communication between sales and service departments
- Help maintain a positive work environment
- Maintain a high degree of cleanliness and organization of the repair shop
- Assist in ensuring the facilities of the building are working correctly
- Ensure technicians have received base training for their technician level
- Check work email and respond at the beginning and end of every shift
- Ensure that repair work spaces are as conducive to personnel success as possible
- Monitor key performance indicators and other data to more effectively manage profitability, quality, and productivity

Successful completion of following orientation and training:

- Kind Bikes and Skis Training Guide/Orientation/Employee Handbook
- Kind Bikes and Skis Service Training Guide
- Kind Bikes and Skis Sales Training Guide

Manage the parts department

- Ensure necessary parts are in stock
- Parts Dept is organized, clean & labeled correctly
- Parts have accurate price tags
- Inventory is accurate
- Unnecessary parts are returned or put on clearance
- Perform cycle counts as needed or directed
- Establish reorder minimums in Ascend for core stock parts

Reports Management

- Ascend Reports
 - Work Orders
 - Bikes built by technicians
 - Labor completed by technicians
 - Labor sales (check-in) by technicians
 - Other work order reports relevant to managing service department productivity and quality

Education/Experience: 3 years bike shop service experience, 2 years bike shop service department management experience

Skills and Traits:

- Enthusiasm
- Mathematical skills, calculate profit margin and markup (know the difference)
- Mechanical skills
- Strong verbal communication skills
- Team working skills
- Organizational skills
- High energy level
- Resourcefulness
- Confidence
- Strong leadership and team working skills
- Strong record keeping skills
- Ability to calculate figures and amounts
- Ability to read, analyze and interpret P&L reports, productivity reports, labor and sales reports, actuals, etc.
- Ability to solve problems in various situations
- Ability to effectively present information and respond to questions from employee
- Ability to work in a dynamic, multi-functional, multi-cultural environment

Physical Demands:

- Able to sit or stand and walk throughout the scheduled work shift
- Must be able to perform the essential functions of this job, reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions
- Able to lift and/or move up to 75 lbs.