



POSITION DESCRIPTION

Date: 8-20-20

Prepared by: HR Department

Approved by: President

Title: Service Manager (Salary)

Reports to: Service/Parts Director

Purpose of Position: Position with primary responsibility for day-to-day operations of the Service Department. These operations include but are not limited to hiring, motivating, coaching, training, appraising, rewarding, disciplining, addressing complaints, holding employees accountable, resolving issues of the service employees, and meeting the departments forecasted daily/weekly/monthly/yearly sales goal.

Overview of Position:

- Support the department manager with the daily operations of the service department.
- Be instrumental in developing and achieving all department growth goals.
- Support and assist all other team members with growth in each of their respective positions.
- Assist department manager with monthly and annual team member reviews and evaluations.
- Build, develop, and solidify relationships with all customers and team members.
- Assist with other department functions as needed.

Requirements:

- Education – A College degree is strongly suggested, or a minimum of 5 years related experience or training a plus.
- Language Skills - Requires the ability to read, write, communicate, and interpret accurately in English. This position requires the ability to read and write reports, business correspondence and desk procedures. Employee must demonstrate the ability to interact tactfully and positively with customers, vendors and UKTS team.

- Mathematical Skills - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to interpret bar graphs and reports. Calculation and understanding of profit and loss statements.
- Computer Skills – Proficient in Microsoft Excel and Word a must and the ability to operate other computer software and office equipment. Strong knowledge and experience in using service operating systems a plus. Use of all current technology as a communication and efficiency tool is a must.

Required Skills and Core Competencies:

- Growth mindset and orientation
- Ability to self-educate and take initiative when needed
- Strong computer/technology skills and proficiency required
- Excellent relational/communication/writing/phone skills
- Ability to handle details without losing sight of the big picture
- Organizational skills
- Technical / mechanical / industry knowledge
- Flexibility and multitasking
- Process and systems minded

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Servant Leadership.
- Performing functions while practicing UKTS' core values (Faith, Service, Family).
- Perform all management and leadership responsibilities and functions associated with the service department.
- Addressing and resolving customer complaints.
- Maintain liaison with volume customers, such as fleet owners and leasing companies.
- Evaluate departmental performance on daily, monthly, and annual basis and implement action plans to meet company goals on all key metrics.
- Ensure profitability of department.
- Protect company's investment in tools and equipment.
- Ensure all safety policies are update and enforced.
- Forecast monthly and yearly financial goals.
- Create and maintain a sense of urgency to service all customers internally and externally.
- Create departmental business plans (weekly, monthly and yearly).
- The employee is also expected to perform such other duties and functions as required from time to time.

Work Environment:

The Work environmental characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position requires the ability to apply common sense understanding to carry out instructions furnished in writing, oral, schedule or diagram form and the ability to use sound judgment when faced with complex circumstances.

- The ability to deal with problems involving several variables in standardized situations is essential, while maintaining a professional, calm manner when negotiating with a difficult customer or employee.
- The position is assigned to the shop where noise levels are moderate to high.
- The physical exertion is moderate to heavy. The employee must be able to occasionally lift and or move up to 50 pounds.
- There are steady employee and customer contacts.
- Requires the ability to operate a personal computer, multi-line phone, calculator and other basic office equipment.
- It also requires the safe operation of a tow motor or pallet jack as needed.
- The position may require the use of electric hand tools.
- The employee is occasionally required to stand, walk and drive. A valid driver license required.
- Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus.
- UKTS reserves the right to revise or change job duties and responsibilities as the need arises. This position description does not constitute a written or implied contract of employment.
- A controlled office environment but also will include a shop environment with heavy machinery and equipment in operation.

Standards:

- Interact with employees and customers in a professional manner.
- Maintain a clean and organized work area at all times.
- Adhere to all company policies, procedures and standards.
- Display a professional and positive attitude toward customers and co-workers.
- Be trustworthy, confidential and self-motivated.
- Be a strong team player.
- Maintain a professional appearance.
- Maintain verbal and written communications as required.
- Continually seek professional and personal growth.
- Maintain professional and friendly attitude at all times.

Signing on behalf of this position and agreeing to accept all of its responsibilities.

Signed _____ Date: _____
Service Manager

Signed _____ Date: _____
VP of Human Resources