

Service Manager Job Description

Title: Service Manager – AutoStream Car Care

Reports to: General Manager

Major Job Objectives:

To ensure that the day-to-day operations of AutoStream Car Care service bay facilities are best in class within the industry with regards to sales, margins, customer satisfaction index (CSI), average repair order (RO), scheduled maintenance, and appearance. You will be responsible for all personnel issues regarding the technicians, service writing, customer satisfaction, parts and service bay inventory, ordering parts/supplies and vendor relationships. In addition, you will work closely with the General Manager, Principals and staff of AutoStream Car Care to assist in the implementation of operational improvements in the service bay facilities at the location. This would include providing direction and guidance to service personnel, analyzing and identifying profit improvement opportunities, reviewing and recommending measures to lower cost of goods sold, improving computerized measurement tracking capabilities, and achieving improved sales and profitability targets at the location. This will be accomplished through the development and execution of the following:

- Maximizing sales and service bay revenue by executing the Company’s “Service Bay Program” – see attachment
- Achieving a minimum 50% gross profit on overall parts sales. Solicit multiple sources of supply in an effort to lower cost of goods sold.
- Achieving 65% gross profit on overall labor sales
- Achieving an initial average repair order (RO) of \$400; Goal is \$450 ARO.
- Ensuring that all cars receive a thorough digital Courtesy Check (via tablets)
- Solicit Scheduled Maintenance. Premium SM packages should be at least 30% of your total car count
- Increase car count by maintaining an excellent C.S.I. rating and building customer relationships. Solicit a minimum of 24 5-Star Google and Yelp reviews (total).
- Utilizing Mitchell scheduler and forward-scheduling customers for their next visit.
- Solicit potential service bay customers at other retail establishments, nearby schools, local businesses, and places of worship.
- Implementing and executing all Company programs including tracking & reporting results as required (e.g. coupons, VIP cards, AAA members, senior citizens, etc.)
- Developing and implementing system and procedural enhancements at the location that will improve efficiency and operating results.
- Hiring, training and coaching service bay personnel (assistant managers, technicians, general service technicians) as required

- Complete all required training to include (Assistant Manager, where applicable): ATI and applicable vendor classroom training, weekly ATI coaching calls (30 minutes), weekly Buyosphere coaching calls (30 minutes); NAPA online training modules (1 per month minimum; 12 per year), ASE Service Manager Certification. Ensure all technicians keep ASE certifications current, Maryland State Inspection certification and ongoing program requirements, complete NAPA online training modules (2 per month minimum; 24 per year), CAR and applicable vendor classroom training.
- Participating in the development of advertising, marketing and promotional offerings, subject to management review and approval
- Attend and participate in all company functions to include monthly service manager meetings, monthly shop meetings, annual Kickoff Meeting, summer Team Builder, and year-end Holiday Party.
- Acquiring Commercial Accounts (not House accounts), if possible.
- Ensuring that service bay appearance is to 5-Star standards and is consistently maintained at a superior level.
- Maintain a supportive/cooperative line of communication with all members of the location staff.
- Safeguarding all Company assets including receivables, assets and equipment.
- Ensure compliance with all government regulations and requirements – OSHA, Maryland State Inspection, State and County agencies (environmental requirements).
- Provide direction to front counter/cashier personnel as required.
- Complete all administrative reporting daily, including reconciliation of receipts (cash handling).
- Ensure all service personnel are in approved uniforms; shirt; tie; name badge; blue or black pants; work shoes.

Service Department Hours:

Hours of service bay operations are Monday thru Friday 7:30 AM – 6:30 PM and Saturday 8AM – 2 PM (or as required).