

Service Manager

A Service Manager position oversees all aspects of the service department, including personnel management, ensuring profitability, and maintaining customer satisfaction. We have provided more information below regarding the position so that you can better assess your interest in and qualifications for this role.

Position Requirements

A Service Manager should possess an extensive background and knowledge of automotive technology and often has more than 10 years of relevant experience. Previous experience in a dealership environment and/or managerial role is preferred with a majority of Service Managers progressing from a Service Advisor position.

Key Responsibilities

- Oversee all service department personnel, including hiring and supervising. Must also coordinate periodic training for technicians regarding systems and components compliance.
- Set departmental goals and create an annual operating budget.
- Must maintain current knowledge of all local, state and federal regulations regarding safety, hazardous waste disposal, OSHA Right-to-Know and manufacturer warranties. Also responsible for disseminating this information to team members and ensuring compliance.
- Offer exceptional customer service to clients and resolve customer concerns promptly to drive customer loyalty.
- Collaborate with the Business Manager to create and implement a marketing plan to stimulate new and repeat business.

Educational Requirements

A high school diploma or equivalent is required, but a college degree with an emphasis in business administration is increasingly required by many dealerships. An Associates degree in Auto Technology is very beneficial. Additionally, certification by the National Institute of Automotive Service Excellence (ASE) is strongly encouraged.

Salary

Service Managers can expect to earn between \$50,000 and \$90,000 per year based on experience and the size, revenues and location of the dealership. Many dealerships also pay bonuses for exceeding sales goals.

Benefits

Benefits vary by dealership, but most dealers offer health insurance, retirement plans, and other various associated employment benefits (dental, vision, disability, etc.).

If your skills and experience match the qualifications and requirements listed for this position, we hope you will contact the EFG Recruiting team at 972-445-8300, or toll-free at 800-527-1984. At EFG, we are committed to placing exceptional individuals into exceptional careers within the automotive industry.