Is hiring for a Service Manager!
Location: Martinez, CA

Job Requirements:

Education and experience: 1-2 years experience in a service related industry is preferred. College degree in business a plus.

Technical Knowledge: Must possess selling skills and have a basic understanding of the billing process. Ability to administer company policy and regulations in a positive manner. Working knowledge of computer software utilized in the service department and a thorough understanding and knowledge of PC software such as Excel, Word, etc.

Interpersonal Skills: Demonstrates effective organizational, reasoning, problem solving abilities and time management skills. Must possess leadership and team building experience. Possess evidence of the ability to effectively communicate both orally and written with store personnel, administrative office personnel, and customers. Must be able to handle continuous stressful situations in effective manner.

General Statement: Will be required to work in a stressful environment while maintaining a encouraging attitude towards all customers and employees. Required to make sales calls with salespeople and monitor the service activities at the store premises and on customer yards in all types of weather. May be required to lift over fifty pounds when necessary.

Primary Responsibility: Responsible for overall service productivity and profitability. Also, responsible for customer satisfaction including other departments in the store and throughout the TDS system. This position exists to manage the service department, generate growth in revenues, increase profitability and enhance customer satisfaction.

Job Responsibilities:
To manage the daily activities of the service department. These activities include but are not limited to:
- Creating and maintaining a positive work attitude in the service department towards all customers and employees.
- Management of all service personnel activities in the shop area and mobile service.
- Participate in the hiring and maintaining a proper Service Technician workforce suitable to the workload of present business.
● Maintaining a proper work schedule of employees to achieve maximum productivity and minimal overtime.
● Resolving all service related issues to the satisfaction of the customer.
● Promote cooperation between all departments in the store.
● Promote Service sales growth through customer sales calls and pre-designed service programs.
● Learn and know customer base and profiles.
● Maintenance of all service equipment including service trucks.
● Maintain records on all service trucks and personnel.
● Make sure all company policies and safety regulations are understood and obeyed by all service personnel by holding monthly safety meetings.
● Monitor and control all service department expenses keeping within Financial Model guidelines and parameters by regular review of the Service P&L, general ledger and accurate productivity reports.
● Overall profitability of the service department.
● Keep and monitor accurate productivity reports on all Service Technicians and reviewing their productivity with them.
● Assure proper driver licensing Service Technicians (CDL where required) and associated Driver Qualification Files (DOF’s).
● Make sure that all Service Technicians TIA certifications are up to date.

If you are interested in this opportunity, please send resumes to more to martijon@bfusa.com.