



Hutton & Northey Sales

JOB DESCRIPTION

Service Manager

The primary functions of the Service Manager are to ensure the smooth and profitable running of the workshop, devise and implement strategies to improve performance and to report to Management.

This position reports directly to the Group Service Manager – John Trunfio.

Specific areas of responsibility include:

1. Staff Management
 - a) Maintaining effective staffing levels
 - b) Maintaining staff relations
 - c) Dispute resolution
 - d) Training and Mentoring
 - e) Overseeing proper maintenance of internal and statutory log books and workplace documentation
2. Job Management
 - a) Scheduling and forward planning of workshop jobs
 - b) Work-flow management, including ensuring timely and efficient completion of all jobs
 - c) Supervising and checking timely and accurate completion of workshop staff paperwork and documentation.
 - d) Overseeing finalisation and billing of work.
 - e) Meeting deadlines.
3. Customer Relations
 - a) Initial troubleshooting and assessing of customer needs
 - b) Resolving disputes and maintaining relationships
 - c) Liaising with inter department and inter branch personnel
4. Workplace Maintenance
 - a) Carrying out regular workshop meetings and following through with any pertinent issues
 - b) Maintaining and passing on knowledge of product updates, programs and issues
 - c) Overseeing and enforcing safe work practices throughout the workshop.
 - d) Supervising adequate maintenance and replacement of workshop tools and equipment
5. Workshop development
 - a) Seeking out and assessing additional markets and sales opportunities
 - b) Developing and implementing strategies to improve productivity and efficiency
 - c) Managing and minimising overhead and variable costs.
 - d) Meeting with Heads of Departments to identify and pursue mutual goals.

Job Description current at the effective date. Subject to review and change at any time.