

**How to use this guide**

The HR Toolkit Job Descriptions are provided as a generic overview and guidance, they are not definitive examples of any role within the automotive retail industry. Please feel free to copy and paste the format and then tailor to the specific requirements of your business.

**Service Manager**

About the business: *[Tell candidates about your business for example: when it was formed, scale of your operation, any awards received, what you actually do and any future plans you can share]*

Job title: Service Manager

Location: *[Candidates expect to know where they will be based geographically]*

Reporting to: *[Candidates should know their reporting line]*

Salary expectations: *[Salary ranging from £45-55k + potentially OTE ,+ Benefits]*

Reason for role: *[Candidates often like to know why the role is being advertised, it can help them to prepare for interview and potentially look to your business as a preferred employer. Reasons could include: expanding the team, development from within creating an open role, expansion of the business, new role etc.]*

Role description: *[You must be clear on the main tasks of the job role]*

The Service Manager is a demanding role that suits a candidate with experience running a workshop. You will manage a team of Workshop Controllers, Service Advisors, Technicians and Drivers, ensuring that productivity and efficiency targets are achieved and that all work is carried out to the highest standard. You will always deliver exceptional customer service, to build and maintain customer retention resolving any issues in a professional manner.

The role includes but is not limited to:

- The smooth operation of a busy workshop and front counter staff
- Using internal systems to track workshop activity against KPIs
- Budgeting and forecasting for your department, ensuring close management in relation to all targets and bonuses
- Maintaining thorough product knowledge and updating your knowledge through manufacturer led training
- Creating close relationships other managers to ensure warranty/parts/internal works are communicated and adhere to any Service Level Agreements

Generic Job Roles: Service Manager

- Leading from the front and ensuring that your staff are working to manufacturer customer satisfaction targets

Person specification: [*This details what you are looking for in a candidate e.g. their experience, personal attributes and other key factors such as working to targets*]

- A thorough understanding of the Automotive Retail market
- Ability to build and maintain strong internal stakeholder relationships
- Good Business acumen, with the ability to produce and understand Finance and Management Reporting
- To be able to effectively communicate at all levels both written and verbally
- To be able to manage and motivate a team in their daily activities, and to be able to coach, support and develop members of your team
- Relevant professional qualification / accredited vocational qualification or working towards Level 5 manager's award
- Prior workshop experience essential
- Ability to work calmly under pressure
- Excellent Management and leadership skills
- A full and valid UK Driving Licence

Key Benefits: [*You may want to highlight key benefits e.g. competitive salary, company pensions, bonus, holiday allowance, training and development opportunities etc.*]

Benefit packages can include:

- Discounts on new and used car
- Contributory pension scheme
- [XX] days holiday
- Award winning in-house and manufacturer training
- Great career development opportunities

Seniority level: [*Candidates will look to this to see if they are at the right level in their careers in order to apply*]

Entry Level/Junior/Experienced/Middle Manager/Senior Manager/Director Level

Note: Additional tasks may be assigned from time to time that should not make material changes to the employee's responsibilities. This job description does not constitute a contract of employment.