

Atlas HR and Staffing

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Automotive Dealership Service Manager

Description

Chico, CA based auto dealership seeking professional and responsible individual with exemplary customer relations skills, strong capabilities, and a love for collaboration to step into our service manager role. A successful candidate must be experienced, with excellent communication skills and be ready to address customer concerns and oversee the service department.

Responsibilities

- Oversee and analyze service team, auto service staff, and vehicle repair processes to deliver excellent customer satisfaction while maintaining profitability and high quality of repairs
- Ensure delivery of customers' vehicles on time
- Coach team members on ways to drive service sales, beneficial training program options, and customer service tactics
- Deal with customer complaints in a sensible manner by showing empathy and a pleasant attitude to show our commitment to excellent customer service and to increase customer satisfaction and loyalty. Make follow-up communication, as needed.
- Be available and knowledgeable to aid technicians as appropriate if they have having trouble completing service work.
- Become familiar and proficient with all phases of the computer system needed for parts and service management, developing and maintaining the skills required.
- Oversee all day-to-day job duties within the automotive service department with a focus on high employee support and customer morale
- Guide the management of all automotive service department paperwork, including repair orders, invoices, and maintenance records

Qualifications

- High school diploma or GED required – a bachelor's degree is an asset
- Valid state-issued driver's license and clean driving record are necessary
- Pass the required pre-employment drug and background screening
- At least two years of experience as an automotive service writer or service advisor necessary; experience in automotive service management preferred
- In-depth knowledge of automotive technology, automotive service technician job duties, and automotive repair services is required

Hiring organization

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Employment Type

Full-time

Base Salary

\$ 72000 - \$ 110000

Date posted

January 5, 2023

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