



Service Manager

Job Type: Full-time

Location: Innerkip

Reports To: Store Manager

Position Summary:

This position will lead our growing team to lead our service department, mentor apprentices and improve customer relations. Successful candidate must have a clean driving record, positive attitude, mechanical background and be able to work some Saturdays.

Responsibilities:

- Ensure technicians are adequately supplied with all parts and materials needed to maintain shop efficiency
- Prospect, develop, manage, and nurture new business to accomplish profit and volume goals
- Analyze department sales and expenses to maintain and achieve profit goals
- Ensure that the same high quality level of service provided to outside customers is also provided to internal (sales department) dealership customers
- Provide technical assistance to employees and customers
- Participate in after-hours and field service calls
- Enforce and monitor guidelines for working with customers to ensure maximum customer satisfaction
- Operate, set-up and complete pre-delivery inspections of all equipment sold by the dealership prior to customer delivery within expected costs/time allocation
- Utilize product specific checklists and service manuals (print and electronic)
- Implement company marketing and advertising campaigns, aid in develop and implement seasonal service promotions
- Ensure that the Parts & Service department is adequately supplied with all parts and materials as needed
- Coordinate prompt, efficient and timely completion/flow of paperwork from opening to completion of work order
- Receive and ensure prompt payment from customers
- Direct shipping and receiving efforts to ensure timely processing
- Proactively troubleshoot and implement strategies to correct issues in the service department and sales processes.
- Test drive/overlook all customer equipment before delivery or trade in equipment upon arrival
- Adhere to all company policies and procedures
- Track lost sales and make every effort to keep customers
- Complete necessary training and keep current on new product bulletins, catalogs, manufacturer's terms, discounts and special programs
- Ensure all work areas are kept clean, organized and safe

Experience & Skills:

- Minimum of 2 years' experience in a management position
- Agricultural experience
- Computer skills and/or experience with Keystone considered an asset
- Time management, conflict resolution, scheduling and organizational skills
- Ability to interpret equipment diagrams to assist diagnosing parts and repair requirements
- Team player who treats customers and co-workers in a friendly, courteous manner
- Ability to lift heavy parts/components (up to 50lbs)
- Valid driver's license and clear driving abstract
- Farm equipment and/or other equipment related experience is an asset
- Fork lift license preferred

Compensation:

- Industry competitive wages based on experience
- On-going training and professional development
- Health and dental benefits package (after probation)
- Employee referral bonus program
- Tool Insurance
- Annual clothing allowance in addition to uniform
- AGCO whole good employee discount
- Corporate Employee Discount – Perkspot



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