

# Service Lead



## Position Specifics:

**Reports to:** Corporate Service Managers

**Supervises:**

Service Writers, Shop Foreman, Delivery & Scheduling Personnel, and Service Staff Purpose:

Oversees service operations within the dealership to ensure internal and external customer satisfaction. Grows profitable service labor sales and exercises disciplined expense control. Engages department personnel and provides management to team members in the department. Is the primary contact for providing face-to-face service customer interaction.

## Responsibilities:

- o Fields internal and external customer inquiries to the Service Department
- o Opens work orders and maintains control until they are closed and invoiced
- o Assists with the development and training of service personnel and may complete performance reviews of service staff
- o Communicates, enforces, and monitors effective Service Department processes to ensure internal and external customer satisfaction
- o Updates customer profiles using equipment, hours, or other information from the customer work orders
- o Maintains accessories and supplies and prepares replacement orders
- o Monitors service sales and Labor Performance on a monthly basis to ensure achievement of budgeted sales and goals
- o Participates in the development and execution of the Corporate Service Marketing Plan
- o Oversees that all departmental tools, equipment, and vehicles are in good working order
- o May assist the Corporate Service Manager in developing processes and procedures and to develop and follow an annual Service Department budget
- o Monitors attendance & tardiness and develops work schedules for the departments
- o All other duties as assigned by management

## Experience, Education, Skills and Knowledge:

- o 3+ years' experience in Service Department operations
- o Ability to use standard desktop load applications such as Microsoft and internet functions
- o Ability to write and speak effectively to individuals and groups
- o Familiar with John Deere and competitive products
- o Ability to analyze and interpret internal reports
- o Ability to work extended hours and weekends
- o Excellent customer service skills
- o High School Diploma or equivalent experience