

Position Description:

Position title:

Service Manager

Reports to:

Dealer Principal

Location:

As per your employment agreement

Dimensions:

One in a team of 4 reporting to the Dealer Principal

Direct Reports:3+

Purpose:

This position manages and leads a team of technicians in allocating workload and chargeable hours, and managing the day to day operations in the workshop which includes the co-ordination with both internal and external key contacts to ensure work is delivered on time, safely and to a quality standard.

Accountabilities:

- Provide leadership and direction to the Service Department
- Build a region reputation as the leading agricultural Service Department
- Ensure the Service Department is managed in a manner that drives profitability at all times and runs at an efficiency rate of 80% or more
- Manage the department to ensure that all budgets are met
- Maintain accurate records and entry into internal systems
- Manage department debtors to a mutually and effective resolution, in a proactive manner which continues to build professional customer relationships
- Conduct regular tool box meetings with the team to drive productivity
- Establish performance standards
- Travel as and where directed as required
- Ensure the workshop, staff, vehicles, tools and consumables are well presented at all times
- When required visit customers to establish better relationships
- Responsible for job allocation and job flow in the workshop including job scheduling and labour allocation for day to day operations.
- Co-ordinate resources, (operational and human) schedules and activities to effectively manage jobs.
- Ensure supplies are ordered for each job.
- Assist with quoting, project management, materials purchasing and quality checks.
- Ensure correct job numbers are used and that time records are correct.

- Provide oversight and check job estimates.
- Manage inward goods, checking quantities, dispatching goods and receipting invoices
- Regularly report progress on each job and quickly communicate delays or concerns with the Dealer Principal. Report on manpower overruns or shortfalls.
- Act as a technical adviser on key jobs and other areas of the business as requested.
- Work with the Dealer Principal to respond to client's requests for updates on the status of their jobs and keep the communication channels open to ensure information is accurate.
- Identify client's needs and explain/demonstrate Power Farming's services to them, which may involve technical descriptions of products and the way they may be used.
- Receive and review feedback from customers and follow up to ensure customer satisfaction.
- Work with the Dealer Principal to investigate customer complaints and concerns arising from products and suggest appropriate solutions. Discuss with team to identify appropriate course of action.
- Manage apprentice development/training and review progress and act as mentor Develop and implement systems to record, file and store information pertaining to client enquiries.
- Control of stock levels.
- Lead and manage the department's employees through regular reviews of performance and manage poor performance in a supportive, constructive and effective way.
- Comply with Power Farming's quality, environmental and health and safety procedures so as to proactively develop a culture of, continuous quality improvement and the provision of a healthy and safe workplace, ensuring that all practical step are taken to meet current Worksafe NZ requirements.
- Provide professional and ethical behaviour in your actions ensuring compliance with legislation and industry standards.
- Ensure you are familiar with and comply with all organisational policies and procedures.
- Any other relevant tasks associated with managing a successful Service Department

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the position and the incumbent

Key relations:

- Workshop Team
- Dealer Principal
- Other Department Managers

- Power Farming Customers

Person Specification:

Essential:

Desirable:

| | | |
|---------------------------------|--|---|
| Skills and knowledge: | <ul style="list-style-type: none"> • Proven abilities at a senior level in the following; • Communication • Business acumen • Administrative and Project Management • Technical and mechanically skilled at a practical level | |
| Qualifications required: | <ul style="list-style-type: none"> • Trade qualified | <ul style="list-style-type: none"> • Diploma in Management |
| Key competencies: | <ul style="list-style-type: none"> • Proven leadership qualities • Demonstrate clear customer service capabilities that foster the best outcomes for both the business and customers • Builds a reputation of superior service within the region • Can communicate effectively at all levels of the business • Can grow business opportunities • Quality focused • Judgement to make clear and effective business decisions that foster productivity • Consultative and coaching management style • Professional approach to all internal and external activities associated with the | |
| Work experience: | <ul style="list-style-type: none"> • Proven background in the agricultural industry • Leadership exposure • Mechanically astute | |

Approved by: Gary Reid

Date: August 2015