

# Oakes Bros. Ltd.

- E S T A B L I S H E D 1 8 2 5 -

## Job Description

**Job Title:** Depot Service Manager

**Reports To:** Group Aftersales Manager

**Job Location:** East Ilsley

### Job Purpose

Management and motivation of the service department staff in a safe, effective and profitable working environment including but not limited to workshop, service bays and office. Provide the highest level of customer service support with a sales minded approach by upselling services and products while maintaining existing customer relations and enthusiasm whilst proactively seeking new aftersales business to increase service coverage within our trading area to produce a pipeline of future works.

### Key Accountabilities

**People:** Recruitment, development and management of service department staff, to ensure departmental objectives are met in line with company budget. Ensure adherence to company policies and procedures for the service department employees. Evaluate efficiency of all department staff on a monthly basis and encourage a culture of first time fix in all activities. Management of customer problem resolution.

**Resources:** Purchasing, management and control of workshop tools and consumables to meet the requirements of the branch service. Development and management of the service department finance budget as agreed and implemented by the Board of Directors.

**Systems:** Operation and effective use of the service department IT management systems including weekly update and maintenance of diagnostic tools. Implement and maintain service schedule planner, regular update of customer database. Install planning matrix for manufacturer training, on line manufacturer learning tools and recall procedures. Assist Aftersales manager with advance planning twelve monthly on line marketing campaigns.

**Communication:** Effective communication with dealership colleagues, business partners, suppliers, customers and visitors to deliver exemplary service support. Working closely with Marketing team to ensure comprehensive promotion of Oakes Bros Aftersales business. Correct reporting of manufacturers defects through appropriate manufacturers channels. Timely submission of all Warranty and policy claims within the guidelines of the manufacturers. All PIPS handled in a proactive timely manner as advised by manufacturers. Management of company vehicles.



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## Job Dimensions

**Staff:** 7

**Planning:** Plan and organise team workload, absence cover and seasonal demands ensure timely resolution to customer concerns and in a professional manner. Maintain WIP at a manageable level in line with company policy. Planning and management of workshop consumables inventory level to be sourced from Complimentary suppliers where possible. Working with Sales and Parts Managers be aware of sales activity and seasonal promotions in accordance with annual budget.

**Confidential Details:** Customer Database, Product Technical Data, Financial, Stock, Pricing, Discounts, Profit Margins and all stored systems management data. Access to personal records for members of own department. All other commercial information relating to the business.

**Degree of Supervision:** Reports to Group Aftersales Manager.

**Working Condition:** Office, workshop and service bays. Off site visits to customer and supplier premises. Branch key-holder.

At times the post holder will be expected to perform extra hours and duties outside of this job description in order to ensure the maintenance of a high level of service to customers and effective management of the business as workload dictates.

## **Person Specification**

- Proven management experience in an aftersales environment
- Extensive working knowledge of industry standards and practices including product information and services
- Highly motivated with leadership qualities and target driven
- Prioritising, time management, planning and organisational skills
- Able to deliver high levels of customer service
- Good communicator with well-developed interpersonal skills
- Competent PC skills and administrative ability

