

**Title: Service Manager / Working Foreman**

**Job Overview:** The Service Manager / Working Foreman are responsible for the organization and delegation of service work to a team of qualified technicians, while effectively communicating directly with customers and senior management. The ability to understand and establish efficiency goals, best standard practices, and maintaining a safe work environment while conducting one's self in a professional manner is paramount in assuring the highest level of customer satisfaction.

**Duties and Responsibilities** The primary duties and responsibilities for the Service Manager / Working Foreman include: (may not be limited to)

- Daily and direct communication with customers
- Maintain working/rolling job schedule
- Parts acquisition for shop jobs
- Generate accurate quotes for shop work
- Assist technicians with diagnostics and / or certain repairs
- Responsible for QC check on all jobs upon completion
- Inventory control and management
- Assist outside sales team to increase service revenue
- Assist with overflow of counter sales
- Maintain productivity and efficiency of all shop personnel.
- Assist branch manager with daily activities
- Recruit, Guide, Coach, and Train new talent
- Design and monitor efficiency and productivity incentive programs
- Participating and engaging in Corporate meetings or functions as necessary
- Occasional travel (paid by company)

**Skills, Training, Education Requirements and Preferences**

- Minimum of 5 years of experience managing staff in the Heavy Truck and/or Equipment industry
- Deep knowledge of heavy duty transmissions, differentials, hydraulics, and other drive train components
- Operational knowledge of all shop equipment.
- OSHA 30 or equivalent training.
- A valid driver's license (preferably a CDL)
- Current/updated knowledge of industry and/or OEM specific diagnostic software
- Proficient usage of basic Microsoft Office software: Windows, Outlook, Excel, etc.
- Bilingual