

**Service Manager**

Reports To	Service Manager
Department	Great Falls Service
FLSA Status	Non-Exempt
EEO Classification	Technician

Successful candidates are expected to comply with the general attendance policies.

Successful candidates are expected to comply with all safety policies and procedures.

**Primary Purpose**

Detailed knowledge of components, mechanics and maintenance procedures in the service and repair of agricultural equipment. Ability to read and understand electronic schematics, hydraulic systems, etc. Understands accounting processes that affect the service department, manages spreadsheets and other computer generated reports and addresses personnel concerns within the department. Knowledge of safety procedures and inspections.

**General Description**

Manages service department team members, including customer service interactions, reports, and repairs. Provides the highest level of customer service with a sales-minded attitude while developing lasting customer relationships.

**Essential Duties**

	<u>Duties</u>	<u>Frequency</u>
1	Maintain a profitable bottom line according to budget, insuring the continued growth of the department and store with a total overall department revenue of 12%.	100%
2	Participate in the development, monitoring and communicating of budgeted goals on a daily, weekly and monthly basis.	100%
3	Develop and implement effective marketing and merchandising plans in coordination with the VP of Operations.	100%
4	Responsible for ensuring discounting policies support the budgeted margins for the department.	100%
5	Assist in creation and maintenance of budget; track revenue and expenses with General Manager and CFO.	100%
6	Obtain and schedule work into the service shop with the assistance of the SSR, provide customers with proposed cost of repairs.	100%

7	Responsible for the accurate completion of all work orders to include serial numbers, stories, etc, ensuring all charges and parts are on the work order.	100%
8	Verify margins and customer billing.	100%
9	Inform technicians of efficiency and recovery rates, ensuring that steps are taken for constant improvement in these areas.	100%
10	Post all outside charges and trucking charges to the work order.	100%
11	Follow up with warranty administrator to ensure that warranty information is correctly submitted and filed in the allotted timeframe.	100%
12	Keep sales and store managers abreast of all customers' equipment status and/or concerns.	100%
13	Strive to close work in progress within 25 days, keeping labor dollars and cost in current month and no after sales expense.	100%
14	Create step-by-step processes for the techs to follow.	100%
15	Observe and be knowledgeable of what is accomplished daily.	100%
16	Prepare all warranty work orders to submit to Centralized Warranty.	100%
17	Verify all warranty submissions to certify there are no service issues after submittal.	100%
18	Create an expectation in the customer that service work will be performed right the first time, on time and within the limits of the proposed cost of repairs. Guarantee that staff meets performance expectations.	100%
19	Create monthly service flyers and disperse to techs for their information.	100%
20	Complete open document report by the 3rd of each month.	100%
21	Be consistently aware of the needs and responsibilities within the service area to provide exceptional internal and external customer service.	100%
22	Manage and develop a high level of employee performance and morale that results in a meaningful and productive work environment.	100%
23	Perform weekly staff meetings with service personnel to keep abreast of advertising programs, incentives and customer service standards.	100%
24	Ensure that all Torgerson's values and procedures are understood and implemented.	100%
25	Effectively manage and coach employees on a daily basis to increase performance and ensure a lasting employer/employee relationship.	100%
26	Oversee day-to-day operations, to include, but is not limited to, recruiting, training, evaluating, disciplining, motivating and coaching of employees. Will optimize employee performance by identifying performance issues; making sure that on-going evaluation, recognition and appreciation are a mainstay in the process, as well as taking corrective/disciplinary action when necessary.	100%
27	Provide training and personal development classes to improve product knowledge, self-confidence and longevity within the	100%

	organizational structure.	
28	Allow and utilize employee input and suggestions to build productivity and morale.	100%
29	Foster strong working relations with other departments, locations and management within the organization.	100%
30	Inform management of existing or potential customer/service problems.	100%
31	Ensure that all service accounting is performed in an efficient and accurate manner.	100%
32	Attend clinics, training seminars, classes and conferences that further develop the individual in regard to his/her area of specialty.	100%
33	Use training techniques and off-hours to continually cultivate repeat business.	100%
34	Ensure that key accounts are contacted either through the Service Support Representative or key department personnel to ensure customer needs are being met and promote future communication and community visibility.	100%
35	Thorough knowledge of computer software programs; i.e.; Word, Excel, Google, etc.	100%
36	Follow all company standards based on the employee, drug & alcohol and safety handbooks.	100%
37	Create a safety-minded atmosphere, free of drug and alcohol abuse within the corporate structure.	100%
38	Perform moderate walking, standing, climbing, stooping, bending, kneeling, and reaching; occasional heavy lifting; working outside and inside, around moving objects, and with vehicles and machinery with moving parts. Frequent exposure to dampness and humidity, toxic chemicals, exhaust fumes, gasoline and diesel fuel.	100%
39	May work irregular hours and respond to after-hours calls as needed.	100%
40	Maintain a current driver's license with a clean driving record, be insurable through the Company and report any circumstances where driving record could be affected.	100%
41	Complete the Quarterly Manager Checklist as scheduled	100%

### Minimum Experience And Qualifications

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Education: High School Diploma/GED

Experience: Desire education or experience in diesel technology, farm or agriculture, business, accounting or related fields, with one year supervisory experience.  
 Excellent interpersonal and communication skills, knowledge of computer programs and the ability to use such programs effectively.  
 Knowledge of safety procedures and inspections.  
 Minimum Bachelor Degree (or work experience equivalent) in Business, Management, Diesel or Agriculture, additional experience with agricultural equipment or closely related field.

Must be proficient in communication and organizational skills, which are paramount to the success of the operation.

### Physical Demands

Physical activities typically performed while on the job.

Activity	Frequency	Hours
Bending/Stooping	Occasionally (10%-29%)	
Climbing–Stairs, Ladders, Slope	Seldom (1% to 9%)	
Crawling	Seldom (1% to 9%)	
Grasping/Handling	Seldom (1% to 9%)	
Kneeling	Seldom (1% to 9%)	
Neck Flexion/Extension	Occasionally (10%-29%)	
Reaching Forward	Occasionally (10%-29%)	
Reaching Overhead	Seldom (1% to 9%)	
Sitting	Frequently (55%-79%)	
Standing	Occasionally (10%-29%)	
Twisting	Seldom (1% to 9%)	
Walking	Periodically (30%-54%)	

### Physical Effort

Physical effort typically applied while on the job.

Lift/Carrying	Distance	Activity	Frequency
0 - 1 lb.			Occasionally (10%-29%)
1.1 - 10 lbs.			Occasionally (10%-29%)
11 - 25 lbs.			Seldom (1% to 9%)
26 - 50 lbs.			Seldom (1% to 9%)
51 - 75 lbs.			Seldom (1% to 9%)
76 - 100 lbs.			Seldom (1% to 9%)
Over 100 lbs.			Seldom (1% to 9%)
Pushing/Pulling	Distance	Activity	Frequency
0 - 1 lb.			Occasionally (10%-29%)
1.1 - 10 lbs.			Occasionally (10%-29%)
11 - 25 lbs.			Seldom (1% to 9%)
26 - 50 lbs.			Seldom (1% to 9%)
51 - 75 lbs.			Seldom (1% to 9%)
76 - 100 lbs.			Seldom (1% to 9%)

Over 100 lbs.

Seldom (1% to 9%)

### Mental And/Or Visual Demands

Mental and/or visual demands typically sustained while on the job.

Demand	Frequency
Hand and Eye coordination	Occasionally (10%-29%)
Visual acuity, able to aim, track, and focus	Occasionally (10%-29%)
Visual response to external stimuli	Occasionally (10%-29%)

### Work Conditions

Work Conditions typically encountered on the job.

Condition	Frequency
Dust	Periodically (30%-54%)
Excessive Cold	Occasionally (10%-29%)
Noise	Occasionally (10%-29%)
Vibration	Occasionally (10%-29%)

### Job Specific Conditions/Demands

Job Specific Conditions and demands typically encountered on the job.

Condition/Demand	Frequency
Driving–Vehicle/Equipment	Frequently (55%-79%)
Hearing	Frequently (55%-79%)
Indoors	Periodically (30%-54%)
Outdoors	Periodically (30%-54%)
Talking	Frequently (55%-79%)

By signing and dating, all parties acknowledge the accuracy, completeness, clearness, and conciseness of the position; that essential functions are aligned with organizational goals and objectives; that compliance with all applicable legal considerations has been met, and that the employee understands the job requirements.

Employee	<i>Print Name</i>	<i>Sign</i>	<i>Date</i>
Supervisor	<i>Print Name</i>	<i>Sign</i>	<i>Date</i>
Human Resources	<i>Print Name</i>	<i>Sign</i>	<i>Date</i>
Physician	<i>Print Name</i>	<i>Sign</i>	<i>Date</i>