



**Job Title:** Service Manager

**Department:** Service

**Reports To:** Robert Wahlstrom, General Manager

**General Purpose of Job:** The Service Manager oversees the Service Department and all employees including the Service Advisor and technicians, keeps track of labor for technicians and figures tickets, both retail and warranty, and supervises customer service within the department.

**Essential Duties:** Makes sure the technicians are trained and the shop is in compliance with Ford training and safety. Oversees the warranty expense, service advisor, and technicians. Figures retail and warranty tickets and keeps track of all labor for technicians. Prepares labor timesheet for payroll biweekly. Talks to customers and manages customer satisfaction within the service department.

**Education and Experience:** Four to ten years of related experience and/or training or equivalent preferred. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of manager, clients, customers, and the general public. Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to work with computers.

**Certification and Training:** Ford Motor Company Certification preferred but may be obtained after date of hire.

**Work Conditions:** This is a physically demanding job that requires long periods of standing, walking, and sitting. Lifting is required of up to 50 pounds on occasion. This position also exposes you to varying environmental conditions including heat, cold, fumes, and moderate noise.

**Applications may be picked up in person at Wahlstrom Ford, 1109 E. 3<sup>rd</sup> St., Chadron, NE or call Rob Wahlstrom at (308) 432-5533 for more information.**