

# General Service Manager

PROUD AFFILIATE OF JOHN DEERE DEALERSHIPS

BRANDT Holdings



## Position Specifics:

**Department:** Service/Strategic Aftermarket

**Reports to:** General Manager

## Purpose:

This role is responsible for developing strategic aftermarket growth plans & general service management within Valley Plains Equipment.

## Responsibilities:

- Leads the execution of Service department marketing plan and sales tactics, monitors regularly to ensure achievement of organizational goals
- Develops, communicates, enforces, and monitors effective Service Department processes to ensure internal and external customer satisfaction
- Identify and drive continuous process improvements
- Identify new opportunities and develop actionable plans to grow service and parts sales
- Prepares and analyzes Service department reports; uses data to help drive improvement and growth
- Collaborate with store leadership to manage recruiting, staffing, and employee development activities for Service Advisors and Techs
- Proactively seek and participate in available company-sponsored training, in an effort to develop and advance knowledge base and skill set
- Maintain a positive and professional working relationship with peers, management, and support resources, with a constant commitment to teamwork and exemplary customer service

## Experience, Education, Skills and Knowledge:

- 5+ years of experience in Service and Parts department operations
- Strong communication skills with customers and colleagues
- Creative, strategic thinking is essential
- Ability to write and speak effectively to individuals and groups
- Ability to lead teams and hold people accountable
- Familiar with John Deere and competitive products
- Strong understanding of financial principles relative to Service and Parts department operations
- Ability to analyze and interpret internal reports
- Strong attention to detail
- Ability to work extended hours and weekends as needed
- Excellent customer service skills
- Associates Degree or equivalent experience

