



Title: Service Manager

Effective: January 2021

Reports to: Vice President - Operations

Updated: January 2021

Location: Harbor Springs and Charlevoix Yards

Purpose: The Service Manager ensures the efficiency and productivity of the Service Department by leading a group of technicians and office staff. The Service Manager supports the overall goals and direction of the Company while ensuring excellent customer service.

#### Responsibilities

- Support the mission, core values, and culture of Irish Boat Shop in words and actions
- Identify big picture items and manage the details of the selected solutions
- Manage and oversee the service department's daily operations to include leadership, scheduling, parts, customer contact, facility and equipment oversight, and finances.
- Oversee scheduling for 15-30 people and ensure each employee stays on track and works efficiently with their assigned job tasks.
- Oversee the project management and quoting process.
- Financial responsibility to include service labor margin and efficiency, storage capacity utilization, cost control, inventory management, and parts margin.
- Get out in front of problems and proactively reduce customer complaints and keep our current clients happy while building a positive reputation within the boating community.
- Identify and implement ways to contribute to the Company's profitability.
- Take responsibility for regular, ontime, and accurate billing and keep unnecessary credits to a minimum.
- Work with HR to hire, train, coach, monitor, and review all Service Department personnel's performance.
- Identify, schedule, and ensure prompt repairs, maintenance, and inspections on all buildings and equipment.
- Outline training requirements for Service Department personnel. Coordinate technical training and product knowledge requirements to ensure that all employees can adequately perform their assigned jobs.
- Keep accurate records and ensure that our manufacturer training requirements are met to ensure the maximum warranty reimbursement.
- Take responsibility for the implementation of processes that ensure safe, effective, and efficient work procedures.
- Review service reports for efficiency, quality, and customer satisfaction.
- Develop and foster strong interdepartmental relationships with Sales and Accounting. Treat and recognize the Sales Department as one of our most valued customers.
- Perform other duties as assigned.

#### Qualifications and Requirements

- Have a love for the marine industry and boating
- Demonstrate knowledge of technical skills to include mechanical, electrical, bodywork, and parts.
- Outgoing, detail-oriented, proactive, and self-motivated
- Make sound, reasonable decisions based on available information
- Ability to prioritize and juggle multiple tasks to successful completion
- Willingness to learn, advance, and be an active team member
- Three to five years of management experience preferred in the marine industry
- Be able to balance accountability and motivation with team members
- Demonstrated ability to communicate and interact positively with people
- Neat, clean, and organized at all times
- Proficiency in word and excel applications
- Ability to climb ladders and stairs, and lift 40 pounds occasionally, and get on/off boats of varying sizes
- Ability and willingness to work over 40 hours a week when needed, seasonally, and when required.



This job description functions as a guideline for the expected job duties and responsibilities and is not intended to limit individual initiative or contribution. All Irish Boat Shop employees are expected to be contributing members of the team and assist in any area as needed. The Company reserves the right to make changes to this document at any time.

Employee Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_