

## Job Description – Service Manager

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<b>Job Title:</b>	<b>Service Manager</b>
<b>Department:</b>	Service
<b>Position Type:</b>	Full-time
<b>Reporting To:</b>	Dealer Principal / Proprietor
<b>Reporting Staff:</b>	Service Consultants, Front Office Executive, Pick-up and drop Executive
<b>Responsible on absence:</b>	Service Consultant

The Service Manager will be responsible for customer facing at the workshop and will manage the team of service consultants

### Primary Responsibilities

- **Service Revenue Plan Achievement**
  - Responsible for service revenue target achievement for the dealership specifically number of job cards and revenue per job card
  - Align Service Marketing plan in line with business requirement discussing it with CRM
  
- **Service Inwarding**
  - Monitor the service in-warding process followed by the Front Office Executive, Service Consultant and the Security Guard
  - Ensure that all customers are handled in a time bound manner and receive service consultation to their satisfaction
  - Ensure that all vehicles are delivered with time and cost estimate adherence
  - Coordinate with team members to ensure Promised Delivery Time is met
  - Track progress of aftersales KPI achievement - reviews with each Service Consultant
  - Review customer satisfaction KPIs and ensures overall customer experience
  - Report performance metrics achievement to Respective ASM.
  - Conduct morning meeting huddle with Service Consultants, CRM, Works Manager and SMEs
  
- **Complaint Resolution and Processes**
  - Uses his/her experience and conflict resolution skills to resolve all critical customer issues and complaints to ensure high level of customer satisfaction
  - Set, monitor and take corrective measures with CRM manager for the following target:
    - In Moment Score (Top 2%), 3rd day feedback score

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### **Candidate profile**

- **Educational Qualifications:** Diploma / B.Tech / P.G / extensive technical experience
- **Industry:**Auto [2 wheeler preferred]
- **Minimum experience:** 4-5 years
- **Profile:** extensive experience in managing and leading a team, strong focus on customer experience management, adherence to processes and norms
- **Passions/ Interests:** Passionate about brand Royal Enfield and motorcycling, owns/ rides one, interested in technical aspects, Kaizen Appreciation.
- **Competencies:**
  - People Management & Leadership Skills
  - Technical Knowledge - Service
  - Customer Relationship Management
  - Selling Skills & Market Knowledge
  - Product Knowledge / Brand Insights