

Position: Service Manager
Business Unit: Barons
Location: Tokai
Reporting to: Dealer Principal



Overview: Job purpose and deliverables

Purpose of the role: The Service Manager will be responsible for independently managing and developing a customer-oriented and profitable workshop business. This includes, in particular, optimally utilizing the market, a high level of customer satisfaction and high yields for the department, as well as planning, controlling and monitoring processes in customer services areas.

Key deliverables and outputs:

- Analyse the motor retail market, dealer operations
- The structure, competitors and products in the retail sales and after-markets are understood and market information is readily available
- The franchise dealer operations and the role and function of each department are understood and used for inter-departmental cooperation
- Manage financial performance
- Monitor and control costs incurred within own department
- Monitor, manage and optimise the productivity and performance of individuals within the department
- Evaluate departmental results on a monthly basis and implement corrective measures where required
- Evaluate the attractiveness / profitability of key customers and customer groups / types of business
- Ensure that all relevant information is communicated to relevant financial staff members in an accurate and timely manner
- Ensure that outwork is minimised
- Develop strategic work plans
- Define target market for Workshops within the framework of performance targets defined by MPC, and, together with company management, develop a corresponding annual plan to achieve targets
- Develop and maintain a resource plan for the Workshop
- Develop concepts and measures for load optimisation
- Ensure planning for facilities, bays, machines, tools, diagnosis installations, etc. is carried out correctly
- Ensure the optimal design of work spaces and processes
- Provide input into the planning and calculations for investments in workshops, facilities and HR together with the company management
- Develop concepts for increasing use for the customer, turnover and profitability in Services
- Agree planning and concepts with the company management
- Put forward suggestions to the company management regarding an overall DP concept and the range of software and hardware used
- Provide input into service strategies for the future
- Ensure that knowledge of the industry is up-to-date and accurate so that input into all strategic planning is relevant
- Manage service operations
- Manage customers who are dissatisfied with workshop services and those with difficult requests
- Ensure that services are delivered to customers correctly through dialogue and active involvement in issues relating to Workshops and Parts
- Ensure that customers are provided services that are aligned with company policies and procedures
- Ensure documentation of all guarantee cases is correct
- Ensure all required technical test equipment and tools are available and ready for use
- Ensure cleanliness and orderliness of workshops at all times

- Management of quality standards and ensure adherence to legal requirements
- Ensure that processes are optimised in the Service department
- Manage and lead the quality management circle to discuss and implement improvements to existing processes
- Monitor franchise quality and service standards to ensure these are being met at all times
- Ensure deadlines are met and documentation is available for maintenance jobs
- With the agreement of the company management, organize and ensure correctness of auditing/quality management certification
- Monitor optimum and effective utilisation of parts department assets

- Use NMI & franchise sales systems & procedures
- NMI and franchise quality and customer service standards & procedures are used for sales operations
- Physical and financial resources in parts department are maintained and cared for
- Understand, implement and manage the dealer franchise agreement

- Lead the team to develop and maintain positive working relationships and reach objectives
- Provide support/guidance to team and deal with general problems on an ongoing basis
- Discipline staff where required and in line with Beyond Mobility policies and procedures
- Provide staff with clear performance standards, job profiles and development plans
- Conduct employee performance reviews
- Ensure all staff are trained and updated on all systems/processes/products and have the necessary skills to perform optimally
- Identify the required number of staffs to be developed and consider Employment Equity policies in this process

Internal customers

- FE, DP, FFM and FM

External stakeholders

- Financial Institutions, OEM

Overview: Essential individual competencies to be successful in the job

Academic qualifications

- Related tertiary qualification

Work Experience

- 5+ years in a car service environment at management level
- Experience engaging at executive management level

Behavioural Attributes

- Commitment to behaving ethically and correctly
- Remain resilient with stress and pressures
- Inspiring leader
- Target driven
- A concern for financial goals, results to ensure business viability
- Building trusting relationships (staff, customers)

Knowledge and Skills

- Extensive understanding of sales administration & sales control systems and standards
- Sound understanding of marketing principles and trends, including competitors
- Sound understanding of usury & financial legislation
- Sound understanding of CSI elements/scoring process
- Highly developed persuasive and influencing communication skills
- Solid problem solving and communications skills
- Critical thinking skills to analyses and diagnose requirements and solve relatively complex problems

| Level of Decision-Making | Level of Problem Solving |
|---|---|
| Decision making takes operational trends and business plan into account and generates multiple possibilities that involve trade-offs and juggling of multiple variables (budget, people, technology). | Problem solving requires specialist and/or highly technical ideas/concepts. |

APPLICATIONS MUST BE FORWARDED TO: ON, OR BEFORE: 13th May 2025

Email: Recruitment@nmi.co.za

Please use reference number: Service Manager Barons Tokai, Cape Town

Any internal employee who considers this opportunity must inform his/her manager prior to applying/attending an interview.

Should you not receive a response in 10 days, please consider your application as unsuccessful as Selection will be done in terms of the company's Employment Equity Policy