

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



## Overview: Job purpose and deliverables

**NMI** is seeking a driven and experienced Service Manager to lead a high-performing team in delivering exceptional customer service and workshop efficiency. If you're ready to take charge in a fast-paced automotive environment where excellence is the standard, this will be your next great opportunity!

**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 service 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 the department
- Monitor, manage, and optimise the productivity and performance of individuals within the department
- Evaluate departmental results every month 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 workspaces 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 the use by the customer, turnover, and profitability in Services
- Agree on 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 the cleanliness and orderliness of workshops at all times

- Management of quality standards and ensuring 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 the 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 the 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 the 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 staff 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 a management level
- Experience engaging at the 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 ensuring 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 communication skills
- Critical thinking skills to analyze 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: 20 November 2025**

Email: [Recruitment@nmi.co.za](mailto:Recruitment@nmi.co.za)

**Please Use Reference: Service Manager – Barons Durban**

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