***Voted one of the Best Places to Work in 2023 and 2024!***

**Service Manager (Sugar Grove)**

This position is the critical link between Harris Golf Cars and its customers, ensuring that service requests are efficiently handled, customer expectations are exceeded, service standards are maintained and ultimately drive increased customer satisfaction and loyalty.

**Responsibilities:**

* Lead and manage the service department and location drivers, including staffing, training and performance management of service personnel
* Establish and oversee premium service standards and procedures to ensure consistent and efficient service
* Monitor and evaluate the service team’s performance, provide regular feedback, coaching and recognition to drive individual and team objectives
* Organize and coordinate daily/weekly service route schedule to meet customer needs in balance with service efficiency
* Perform administrative tasks, including managing and updating invoices, processing new orders and tracking inventory
* Ensure timely completion of work orders and documentation, maintain a high level of attention to detail and quality
* Collaborate with other departments in a positive and productive manner to develop and implement processes to improve customer satisfaction, increase service efficiency and achieve business initiatives
* Handling customer complaints or concerns quickly and professionally to maintain good customer relationships and ensure repeat customers
* Monitoring department issues and client complaints to create methods to lessen recurring issues.
* Auditing work and customer service to ensure the company's high standards, efficiency, and productivity goals are met
* Other duties as assigned

**Requirements:**

* 5+ years of experience in service management or related role, with knowledge of service management principles, processes and best practices
* Demonstrated success in customer service, such as handling complaints
* Excellent communication and interpersonal skills, with the ability to build rapport and maintain positive relationships with customers and teammates
* Exceptional problem solving and decision-making abilities
* Committed to delivering outstanding customer service and a passion for exceeding customer expectations
* Experience in implementing service improvements highly recommended
* Proven mechanical aptitude strongly preferred
* General understanding of Material Requirement Logic (MRP) strongly recommended
* Experience with Microsoft Applications, primarily Excel, using filters, formulas and pivot tables is needed
* Strong organizational and time management skills
* Excellent leadership and people management skills

**Physical Demands:** While performing the job duties, the employee will be frequently required to use their hands, reach, stoop, kneel, crouch, stand, walk, sit, talk and hear. The employee must be able to lift and/or move up to 85lbs.

**Job type:** Full-time, nonexempt

**Reports to:** Regional Service Manager

**Pay:** $65,000 - $75,000 annual with a $4,000 sign on bonus (less taxes)

**Expected hours:** 7am – 5pm, Monday through Friday, start time may vary

**Benefits:** Health insurance with an HSA match, 401k, short/long term disability, $15,000 company paid life insurance policy, and paid time off

*Harris Golf Cars is an equal opportunity employer. All employment offers are contingent upon the completion of a satisfactory background check, drug test and motor vehicle record driving check.*