



Service Manager

Ontario Motor Sales

Job Description:

Full-time, Permanent

Ontario Motor Sales has been serving the Durham Region for 98 years and has an immediate requirement for an experienced Automotive Service Manager to join our successful dealership in Oshawa Ontario. In this key role, you will be responsible for managing all aspects of our Service Department to successfully achieve customer satisfaction, revenue, and profitability objectives. The needs of our customer have changed, and the successful candidate will have a strong understanding of the value of creating great experiences. Transparency, convenience, and communication are key drivers in delivering value to our customers while achieving sales objectives. If you have a desire to create an upbeat energetic environment for our staff and customers that touches on those core values, we would like to discuss this position with you.

What We Offer

- Competitive compensation package,
- Comprehensive Group Health and Dental Benefits,
- Group RRSP,
- Company vehicle option,
- Employee vehicle purchase program,
- Friendly, collaborative, and supportive culture and work environment,
- Work life balance commitment,
- Ongoing training and development,
- Educational assistance program,
- Our technicians have allowances for tools and boots,
- Company sponsored social events.

Responsibilities

- Lead successful Service Department operations through comprehensive processes, and by building, managing, motivating and retaining a strong Service team,
- Establishing processes and standards to ensure customer satisfaction and efficient operations,
- Controlling costs
- Gaining new service customers while retaining existing customer base
- Instill dealership/brand loyalty by ensuring an exceptional customer service experience for all customers
- Handle escalated customer complaints
- Actively manage and improve on all measured performance indicators, including gross sales, profitability, loyalty, CSI.

Apply Now | Human Resources, Hiring Manager | hr@ontariomotorsales.com

- Prepare, administer, and adhere to the annual operating budget for the Service Department
- Manage a high-performance team of Service Advisors and Technicians
- Maintain highest possible standards of workmanship and safety
- Keep up to date and ensure the same for all staff by completing all relevant training within manufacturer's and trade guidelines
- Liaise and manage positive working relationships with manufacturer's representatives
- Oversee administration of warranty claims in compliance with manufacturer's policies and procedures
- Develop and execute effective service marketing campaigns
- Direct procurement of all types of company-owned-and-operated automotive shop equipment

What You Bring

- Minimum 3 years Service Management experience as an Automotive Service Manager or Assistant Manager with a proven track record in both service and customer satisfaction
- College Diploma or Trade School Certificate in Automotive Studies, or equivalent
- Technologically savvy with PC-based software, websites, and strong proficiency in Dealer Management Systems
- Proven leadership skills with the ability to motivate a team to achieve results
- Able to work as part of a results-oriented and customer-focused dealership team
- Strong interpersonal, written, and verbal communication skills
- Detail oriented, highly organized, and able to multi-task effectively in a fast-paced environment
- Possess sound automotive technical background with a strong knowledge of technical/mechanical repairs, product and automotive parts
- Ability to handle and resolve customer issues or concerns promptly and professionally
- Valid Driver's License.
- Ontario Motor Sales is an equal opportunity employer that welcomes all applicants including persons with disabilities, visible minorities, women, and aboriginals. We thank you for your interest, however, only those applicants selected for an interview will be contacted.

Benefits

- Company car
- Company pension
- Dental care
- Extended health care
- Profit sharing
- Store discount
- Vision care

Schedule: Monday to Friday - Weekends

Experience

Service manager: 3 years (preferred)

Customer Service: 5 years (preferred)

Work Remotely: No

Apply Now | Human Resources, Hiring Manager | hr@ontariomotorsales.com

COVID-19 Precautions

Personal protective equipment provided or required

Plastic shield at work stations

Social distancing guidelines in place

Sanitizing, disinfecting, or cleaning procedures in place