

Position Description



Position Title: **Service Operations Manager**

Reports to: **Service Department Manager**

Estimated Pay Range:

Bonus Eligibility: **YES**

Overtime Eligibility: **YES**

FLSA Status: **Non-Exempt/Hourly**

Contributor Level: **Individual Contributor**

Revised: 11/21/2022

General Description:

The Service Operations Manager holds support responsibility for the tactical day to day operations of the service department. This includes supporting the Service Manager in execution of duties, managing inbound and outbound customer inquiries, managing tool room, and supporting technicians in use of various JD computer systems for effectively opening, executing, and closing Repair Orders.

The Service Operations Manager requires someone that is persuasive, self-confident, and a poised communicator who is independent and with a strong sense of urgency. They should be comfortable and confident dealing with people and willing to accomplish things by working with and through people. In social situations they should be outspoken, talkative, and communicate with enthusiasm and purpose to influence anyone around them. The role requires an aggressive, but still a very "selling" style of communication

Essential Position Responsibilities:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Consistently promoting, supporting, working, and acting in a way exemplifying Hiawatha Implement's, vision, mission, and values
- Opening, reviewing, and closing Service Repair Orders
- Scheduling and dispatching work based on parts availability, Service Technician capability and capacity
- Providing support to Service Technicians in use of Service Department systems - Service Advisor, Codify, Opening RO's, Adding Segments, JD Operations Center
- Creating new processes and coordinating changes to existing Service Department operations
- Providing assistance for Shop and Field Service Technician inquiries for DTAC support
- Maintaining positive and productive customer relationships and relaying customer information to Service Technicians and other Hiawatha Implement employees
- Responding to customer inquiries regarding invoices/invoice segments, farm plan incentives, farm plan payments, and equipment repair status
- Extracting, reporting, and interpreting data from various systems to improve decisions making
- Managing Specialty Tools through a well-organized tool room with accurate tool transfer and inventory management process
- Processing and ensuring customers leverage best method for payment of service repairs through farm plan, house account, credit, or cash transactions
- Reviewing warranty claims for accuracy and compliance with John Deere warranty policies and ensures complete parts listing and proper placement of parts on segments prior to submission
- Ensures shop equipment is available and properly maintained to support Service Technician execution of duties
- Alerting department and customers to open and eligible Product Improvement Programs
- Acting as liaison for external vendors and John Deere Territory Management

- Maintaining and encouraging a positive and productive attitude among the Service Technicians
- Works with other location department personnel to improve location operations and maintain positive and productive work environment
- Supporting the training and development of Service Technicians by identifying skill gaps and providing recommended solutions for improving service capability, operating efficiency, and computer application use as well as coordinating the execution and completion of training
- Ensuring Service Technicians follow proper departmental procedures including but not limited to safety, properly clocking in/out of RO's, ensuring complete notes and proper segmentations of work, WIP management, and utilization of standard job pricing
- Conducting weekly reviews with Service Technicians on WIP status
- Ensuring Service Technicians work hours and RO status is properly documented to enable efficient and accurate execution of payroll

Supervisory Duties:

Acts with the full capacity and authority of the Service Manager by assigning activities and duties to Service Technicians, Centralized Invoicing and Warranty Manager and Service Yard/Wash Bay employees in accordance with Hiawatha Implement policies and applicable laws. Responsibilities may include providing input on setting employee performance expectation, appraising performance, rewarding, and disciplining employees, delivering employee training, assigning work, addressing complaints, and resolving problems.

Knowledge, Skills, and Abilities:

- Consistently promoting, supporting, working, and acting in a way exemplifying Hiawatha Implements, vision, mission, and values
- Willingness to research, adapt and implement ideas and best practices from internal and external sources
- Anticipates and aggressively problem solves when adversity or changes in customer needs, operating and business conditions occur
- Recognize and recommend improvements in policies and procedures as necessary and oversee implementation of changes
- Build and maintain a proactive and positive rapport with Leadership, Department Managers, and Individual Contributors
- Demonstrates strong verbal and written communication skills
- Recognizes the importance and works to maintain positive relationships with customers, employees, and peers through ongoing effective communication
- Extracts data from various systems and applies general mathematical concepts to support decision making
- Solves practical problems impacted by a variety of variables
- Appreciates differences in people and understands how to effectively communicate (verbal and written), motivate, and build relationships
- Manages adversity and exhibits calm focus under pressure
- Recognizes the importance of positive relationships with customers, employees, and peers and works to maintain through ongoing effective communication
- Quickly assesses, evaluates, and makes decisions based on sound criteria and desired outcomes
- Anticipates information needed and delivers it in a timely, appropriate, accurate and organized manner to get things done
- Forklift operation
- Possesses knowledge of dealer software applications such as Payroll, Microsoft suite, Texting and Video Chat, and John Deere provided systems

Position Performance Metrics Contributing to Business Performance

<ul style="list-style-type: none">• Customer Satisfaction• Service Technician engagement and feedback• Timely Warranty claim submission• WIP levels	<ul style="list-style-type: none">• Location Labor Performance<ul style="list-style-type: none">○ Service Tech Efficiency• Job Code utilization• Totals Service Sales<ul style="list-style-type: none">○ Labor Sales per Tech• Service Net Operating Income
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Education:

Required

- Highschool degree or equivalent

Desired

- 2–4-year business degree
- Forklift operator certification

Experience:

- 3-5 years' Service Technician or Shop Foreman experience
- An equivalent combination of education and experience may be substituted on a year for year basis

Additional Requirements/Licenses/Certifications:

- Forklift Certification
- Must have reliable transportation.
- Must have and maintain a valid driver's license.
- Passing a driving record (MVR), criminal history background checks, employment verification, and drug screen will be required prior to the start of employment

Working Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is generally performed in a professional office environment
- Personal Protective Equipment (PPE) as required by the work location
- Travel to customer locations, meetings, warehouses, and other store locations on a regular basis as necessary
- Occasional outdoor work in extreme weather conditions (hot/cold); walking on uneven terrain; occasional exposure to insects
- Occasional exposure to moving mechanical parts; fumes or airborne particles and vibration
- The noise level in the work environment is usually moderate
- Requires long hours and overtime during holidays, weekends, and evenings

Future Roles

Employees in this position will find growth in learning a variety of John Deere computer system applications, service processes, dealer operations, time/activity prioritization, people leadership, continuous improvement/change management and customer handling skills. Successful employees in this role may become better prepared for future positions in service/parts department management or equipment/turf sales or transfer to comparable dealer location Service Operations Manager role.

Physical Activities:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This is largely a sedentary role; however, some activity takes place in the shop as well as office that requires the ability to reach for and lift objects, pull or push large objects, open cabinets and bend or stand on a stool/ladder as necessary
- Ability to stand, sit, walk, walk on unpaved terrain, talk, reach with arms and hands, have good manual dexterity, use hands and fingers to operate a computer and telephone keyboard, handle or feel, hear alarms/telephones/normal speaking voice
- While performing the duties of this job, the employee is regularly required to talk, write, and hear
- Moderate physical activity required by moving and positioning objects up to 50 pounds occasionally and/or up to 20 pounds frequently
- Moving, positioning, and carrying loads of up to 15 pounds upstairs and loading on various high surfaces
- Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus

I have read this Position Description, asked for clarification of any items that are unclear to me, and agree to fulfill my duties as outlined. I understand that this is not all-inclusive, and that I will be responsible for performing other duties as assigned. I understand that this does not constitute a contract of employment and that either the company or I may terminate my employment at will, with or without cause.

I can perform these duties and responsibilities without accommodations. Yes ___ No ___

Printed Name

Date

Signature

Hiawatha Implement is an Equal Opportunity Employer and does not discriminate against any person in any condition of employment based on race, color, creed, national origin, age, religion, disability, sex, sexual orientation, gender identity, gender expression, genetic information, marital status, or veteran status.