

CAFFYNS PLC

JOB DESCRIPTION

JOB TITLE:	Assistant Service Manager
LOCATION:	Eastbourne Volkswagen
DEPARTMENT:	Service
HOURS OF WORK:	8.00am – 6.00pm Monday to Friday 8.30am – 12:00pm Saturdays on a 1 in 4 rota basis
SALARY:	Commensurate with skills and responsibilities

MAIN PURPOSE OF JOB:

To control and co-ordinate the activities of employees in the Aftersales Department and ensure the highest quality of work is carried out at all times. Productive efficiency is to be maintained at 100% minimum overall and the department profit achieved.

1) MAIN WORKING RELATIONSHIPS:

1.1) Responsible to:

Aftersales Manager

1.2) Responsible for:

Workshop Controller, Technicians, Apprentices, Service Advisors and Warranty Advisor

1.3) Relationships with:

Branch Staff

Customers

Head Office Staff

External Inspectors

Suppliers

Manufacturer Partners

2) OBJECTIVES AND KEY TASKS:

Deputise for Aftersales Manager

In the absence of the Aftersales Manager, ensure all Company and Volkswagen reports completed and submitted on time

Ensure that you and the team deliver exceptional customer service in-line with the Brand targets

Follow the directions set by the Aftersales Manager and communicate this clearly to the team, applying both Aftersales Manager and Company policy and procedures in the daily activities of the Department

Manage WIP to ensure all jobs are up to date and WIP is reviewed on a daily basis with Service Advisors

Ensure telephone messages and E-mails are actioned in a timely fashion

Monitor 1 Link, Coopers, Extended warranty, collection and deliveries, outstanding warranty claims, customer shelf, and action any issues

Manage EVHC system to ensure all opportunities to identify and sell additional work are maximised

Ensure all elements of VQM and Service Audit are completed by you, each Service Advisor and all Technicians

Manage calibration of equipment using spread sheets and re arrange/update on a monthly cycle

Manage stock vehicle for campaigns

Cascade Tracker sheet and discuss actions/issues

Liaise with Workshop controller to ensure smooth flow of work and realistic completion times are agreed and met to support customer satisfaction

Liaise with the Aftersales Manager and ensure that he/she is advised of any delay to, or of any further work needed on a customer vehicle.

All customers' vehicles which are left in the workshop to be secure and safe, with all equipment switched off.

Manage quality control process with Workshop controller and ensure volume is met and any actions are implemented.

Ensure that the highest standards of tidiness and cleanliness are maintained at all times through the aftersales department.

Maintain and monitor staff development and efficiency.

Supervise the ongoing training of apprentices and new employees on product and equipment.

Responsible for the care of all Plant and Equipment, ensuring that all 'special' tools are located on the tool boards provided.

Promote a positive approach to Health and Safety of the workplace.

Ensuring the Staff carry out vehicle road tests safely and within the law

Ensure weekly maintenance checks on workshop equipment, i.e. Compressor oil levels etc. as per spread sheet

Carry out any other work that is independent of his/her own responsibility, that is incidental to their normal work, but is part of the running of the workshop.

Monitor Tech hours and labour sales throughout the day and take necessary action to address shortfalls

Ensure Service Audit processes are followed.

Manage the process for Raising job cards for internal work plus additional work and invoice internal work

Ensure up to date customer data is captured at all times

Monitor warranty processing

Assist customers as and when required

Monitor VW Hub for the latest information

Other duties as required as authorised, i.e. parts delivery, warehouse duties, issuing and dealing parts to workshop counter etc.

To inform retail and trade customers at the earliest opportunity of any delay when parts ordered.

To ensure the security of company property.

To maintain and comply with company regulations and consumer legislation.

To receive and identify stock and check goods from suppliers.

To correctly locate items in warehouse.

To ensure accurate identification of customers' needs by means of parts catalogues and computer lists, i.e. Power, ETKA, dialog, CEVA etc.

3) ADMINISTRATION:

To ensure that any clerical procedures of the workshop are carried out in accordance with company policy

To carry out any special tasks as specified by the Aftersales Manager or Brand Manager

4) COMMUNICATION

To maintain good communications with all sales departments and staff.

Maintain close relationships with the manufacturers, suppliers, statutory representatives and all other business related contacts.

To advise the Aftersales Manager on all related matters of importance.

5) OTHER DUTIES:

This list of duties is not exhaustive and other tasks and responsibilities will be required of the post holder including any other duties commensurate with the post as requested by the Aftersales Manager and the Brand Manager.

6) CONFIDENTIALITY:

All information relating to customers and the business is to be treated confidentially in line with Company Policy and Procedures.

7) HEALTH AND SAFETY:

Caffyns has an obligation under the Health and Safety at Work Act 1974 to provide safe and healthy working conditions. All employees are required to co-operate with management in discharging this responsibility and must take responsible care for the health and safety of themselves and others.

All employees must read and adhere to the relevant sections of the Caffyns Health and Safety procedure.

8) TERMS AND CONDITIONS OF EMPLOYMENT:

Other terms and conditions are as reflected in the contract of employment and company policies and procedures, as amended from time to time and as governed by statute.

(A job description is a written statement of essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved).

Assistant Service Manager
Created by: Emily Robinson
Date: 05/05/2022

Caffyns plc
Person Specification
Assistant Service Manager

QUALIFICATIONS

Essential
Full UK Driving Licence
Previous Service Advisor Experience

ATTAINMENTS/COMPETENCIES

Essential
Understanding of service department Key Performance Indicators i.e efficiency, productivity and utilisation measures.
FSA Approved or be prepared to undertake training and receive accreditation within an agreed timeframe

Desirable
Knowledge of and ability to apply vehicle sales processes
Knowledge of e-Good Manners IT system

SKILLS REQUIRED

Essential
Good oral and written communication skills
Computer literate
Technical understanding of managing a workshop
Knowledge of Quality Control process
Excellent communication skills
Basic computer skills
The ability to work efficiently with the public
Able to convey information clearly & succinctly whether verbally or in writing
Able to solve problems
Able to establish effective working relationships with varied personnel
Able to work independently demonstrating initiative and pro-activity
Able to demonstrate sensitivity, diplomacy and tact
Able to persuade, motivate, negotiate and influence others

Desirable
Word processing/ spreadsheet skills

PERSONAL ATTRIBUTES

Essential
Have a smart appearance
Able to maintain confidentiality
Ability to sometimes deal with difficult, impatient or distressed people
Efficient and well organised
Interested in the work of the organisation

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