



PRAIRIECOAST

equipment

JOHN DEERE

Service Manager

PrairieCoast Equipment is offering an excellent opportunity for a Service Manager ready to grow their career with the leader in the industry. To continue our tremendous success and unparalleled growth, we are searching for a qualified and ambitious individual to lead the Service Department in our Fairview dealership.

We offer

- Excellent compensation package
- Comprehensive benefits & RRSP's
- Dynamic team environment
- Training
- Relocation allowance
- Employee Incentives

Overview

PrairieCoast Equipment is a progressive, employee owned John Deere Dealership, committed to providing quality products and superior customer service, the standards on which our customers have come to trust. Voted one of *Canada's Best Managed Companies™* in 2013, 2014, 2015 and 2016, we value our highly skilled employees as our most important resource.

Job Duties

- Develops, communicates, enforces and monitors effective Service Department processes to ensure internal and external customer satisfaction
- Creates annual Service Department goals and budget, in alignment with the organization's financial and operational objectives
- Develops and executes Service Department marketing plan and monitors monthly to ensure achievement of departmental goals
- Coordinates customer clinics, field days, and related promotional events
- Submits all service warranty and Product Improvement Program claims within the required timeframe to receive maximum credit
- Schedules and assigns jobs and work areas to employees in the Service Department according to their skills and knowledge
- Reviews work orders for completeness and accuracy prior to customer billing
- Ensures all departmental tools, equipment, and vehicles are in good working order
- Assists the HR department in recruiting, staffing and employee development activities for employees reporting to this position

Requirements

- 3+ years' experience in Service Department operations
- Ability to use standard desktop load applications such as Microsoft Office and internet functions
- Ability to write and speak effectively to individuals and groups
- Familiar with John Deere and competitive products
- Basic understanding of financial principles relative to Service Department operations
- Ability to analyze and interpret internal reports
- Ability to work extended hours and weekends
- Excellent customer service skills
- High School Diploma or equivalent



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Quote Reference SMFV0717

Submit applications to: recruiting@pcequip.ca

We thank all applicants for their interest in this position. We will contact those selected for an interview.