

Marine Service Manager Peterborough-Region (Ontario)

(File Reference: MSM-2017)

We are recruiting this full-time position on behalf of our Client, a successful marine and boat dealership located just north of Peterborough. Competitive compensation is being offered including attractive base salary, group health benefits and bonus plan. Applicants should ideally have experience as a Service Manager in a marine, recreational vehicle or auto dealership.

KEY ACCOUNTABILITIES:

- Ensure the service department develops and efficiently and effectively processes repair orders (retail, warranty and unit prep) including monitoring large/insurance jobs, performing quality control checks and tracking comebacks and technician efficiency.
- Develop, monitor and achieve the agreed-upon departmental business objectives (strategies, profit plan/budget, safety and others) consistent with company policies, regulations and expectations.
- Ensure the service department is properly staffed by recruiting, hiring and promoting the right people for the right positions.
- Make sure that the service team effectively communicates with customers in a timely way to produce positive results.
- Make sure service writers, foreman and techs are being effectively managed on a daily basis to maximize productivity and morale.
- Ensure the effective scheduling of service work, including ongoing adjustments for peak shop efficiency and maintain the driver delivery schedule to optimize driver efficiency.
- Optimize employee performance through effective ongoing evaluations, recognition, rewards and discipline/corrective management practices to produce expected results.
- Successfully resolve customer complaints and problems in a timely manner.
- Strengthen employee performance through timely training and development.

EDUCATION AND QUALIFICATIONS

- Relevant trade or mechanical certification.
- Experience in an marine services environment.

- Demonstrated effective verbal and written communication, interpersonal and problem-solving skills.
- Proficiency in computer applications: Windows, Microsoft Office suite, Email and Internet research.
- Ability to set priorities and organize work accordingly in a busy office setting.

For further consideration, highly qualified Candidates are invited to submit their resume information in confidence, quoting the above file number. We treat your information confidentially (*please identify any organizations with whom you do not wish your information shared*):

Recruiting Manager
SHRP Limited
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While we appreciate all applications, we can only contact those individuals selected for interview.

We are committed to providing accommodation for persons with disabilities. Accommodation will be provided as part of our hiring process (if accommodation is required, Applicants are requested to make their needs known in advance).