

## Position: Service Manager

### About Interstate Supplies & Services

Interstate Supplies and Services (ISS) has been providing superior service to customers since 1995. With over 25 years of experience and a commitment to excellence, we have earned our reputation as the best Outdoor Power Equipment Store in the Charlotte Metro Area. We offer the highest quality of products and services available in today's market.

Located in Stallings, NC (just outside of Matthews), we specialize in Outdoor Power Equipment (OPE). Offering Sales, Parts and Service, we truly are a one stop shop.

We carry most of the nation's (and world's) leading brands of OPE. Some of our brands include Stihl, Echo, Exmark, Wright, Hustler, Bradley Mowers, Billy Goat, and Greenworks Commercial (just to name a few). We at ISS do everything from sales to service on these brands to ensure customers can count on us for ANY OPE needs.

As a family-owned business, we find it important to distinguish ourselves from the big box retailers and other chains. We pride ourselves on delivering the best deals to our customers with great customer service. Our customers include both residential and commercial accounts, so we carry a wide range of products. It is our goal to understand each customer and their individual needs.

### Job Responsibilities:

#### General Responsibilities:

- Monitor service technician's monthly goals to maintain an appropriate level of professional service
- Coach each service technician to improve his performance and safety while enhancing his/her technical skills
- Maintain the appearance and organization of the service department and the associated outside areas to communicate professionalism of the service technicians and commitment to the excellence of the dealership
- Interact with customers to ensure a positive experience with the service department and the dealership

#### Daily Responsibilities:

- Begin each workday with a positive attitude by encouraging each technician to meet his daily and weekly goals
- Work to develop a sense of "team" in the service department and across other departments
- Continue to refine the service department processes to enhance the customers' experience with the service department and the dealership
- Update the service goals' board daily, and report results of daily activities to management
- Stage service work and parts for technicians so they can achieve their daily goals
- Ensure all work orders are filled out with the required information
- Follow-up on availability of parts ordered
- Make sure each piece of equipment being repaired has been inspected for other issues using the appropriate Maintenance Inspection Checklist for that equipment - Make sure customer has been notified if additional service items have been discovered and consent has been given to the service department to complete additional work

- Check to ensure all equipment repairs have been tested under difficult operating conditions and the problems stated on the work order have been properly repaired
- Oversee warranty claims - Make sure to recover 100% of labor and parts

#### Weekly Responsibilities:

- Meet with Management Team for departmental overviews of goals and objectives for the week. Discuss marketing and sales promotions and opportunities for the department, as well as opportunities to exceed expectations
- Update service reference materials: bulletins, manuals, and publications
- Evaluate tools and equipment to make sure they are in good working condition

#### Monthly Responsibilities:

- Meet with each employee to discuss work performance, based upon goals and expectations for preceding month and upcoming month. If needed, set improvement processes in place to assist in achieving agreed upon objectives
- Meet with General Manager to discuss results from the previous month, and to review goals and objectives for the upcoming month. Discuss any employee issues and improvement processes implemented to correct performance issues

#### Quarterly Responsibilities:

- Meet with Service personnel to review ideas to help improve efficiencies in the service department. Each person is responsible for coming up with one idea he/she can use to make the department or him/herself more efficient and apply it during the next quarter
- Meet with General Manager to discuss improvement processes needing implemented during the next quarter

#### Annual Responsibilities:

- Meet with Management Team to discuss year-end results, goals, and objectives for the upcoming year
- Meet with Service personnel to discuss year-end results and outline goals and objectives for the upcoming year

#### Job Requirements:

- **Must have** 5+ years of engine/equipment diagnosis and repair with a track record of success; preferably in one of the following industries: agricultural equipment, motor vehicle industry, outdoor power equipment, recreational vehicles, construction equipment/machinery, and/or small engine and accessories
- Must possess a valid driver's license
- Must be willing to work a normal **40 hours** per week with extended hours as required to meet customer demands
- Able to lift and handle heavy loads up to **70 lbs.** and work outdoors and indoors in all weather conditions

#### Our Values

##### Leadership

At ISS, our customers always receive the quality and service that one would expect from a leader. Our company is in a state of constant evolvement as the needs of our customers and the state of the market is perpetually shifting. By working with us and shopping our store, our customers can rest easy knowing that they are getting the latest developments in the industry. By staying focused on being a leader of the industry, we only hire the best. Our sales representatives are extremely knowledgeable and ready to assist customers over the phone or in person.

## Customer Relations

Our utmost priority is customer satisfaction. The customer is important to us, so they can expect us to go the extra mile for them and/or their business. Our superior customer service is the hallmark of Interstate Supplies and Services. We pride ourselves on partnering with our customers to ensure an awesome in-store or over-the-phone experience.

Our friendly and professional staff is always willing to work with the customer to achieve the best possible outcome. It does not matter if they are looking to get some blades sharpened or to buy a whole new mower, they will be treated equally.

## Teamwork

Our store could not function without good teamwork from every employee. Many times throughout a day, a call will come in or a customer will walk through the door that requires multiple employees' attention. We rely on good communication and transparency between our employees.

Teamwork goes beyond working well with your fellow employees and extends to our customer base. We understand that every person walks in here with a different goal in mind and it is our job to help them reach that goal. We partner with the customers and include them as part of our team to ensure we tailor the experience of each customer.

## **EEO Disclosure Statement:**

Interstate Supplies & Services is an equal opportunity employer. In accordance with anti-discrimination law, it is the purpose of this policy to effectuate these principles and mandates. Interstate Supplies & Services prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law. Interstate Supplies & Services conforms to the spirit as well as to the letter of all applicable laws and regulations.