**JOB DESCRIPTION ASSISTANT SERVICE MANAGER**

**TITLE:** Assistant Service Manager

**OBJECTIVE**

Assist the Service Manager with the daily management of service operations.

**REPORTS TO:** Service Manager

**QUALIFICATIONS**

Customer and employee relations ability, personnel management capability, product, technical knowledge, accounting, and typing skills.

**PRIMARY RESPONSIBILITIES**

* Act on behalf of the Service Manager in his absence.
* Act on behalf of Service Office employees in their absence.
* Act on behalf of Service Drive employees in their absence.
* Collect and process information for daily and monthly service reports as requested by Service Manager:
* Daily Technician Performance/Payroll Reports
* Daily Service Advisor Performance Reports
* Daily Policy Report
* Weekly Technician Performance/Payroll Reports
* Weekly Service Advisor Payroll Report
* Weekly Comeback Report
* Bi-weekly Spiff Payments
* Review and process daily and monthly reports as requested by the Service Manager:
* Daily Policy Report: investigate why write-off occurred; is write-off Service Department's responsibility? Enter the write-off amount and reason into the vehicle's history.
* Daily Repair Orders for comeback-related items: photocopy original and comeback repair orders and attach them to Weekly Comeback Report.
* Daily Warranty Claims: for proper completion, accuracy, and policy adherence to manufacturer's requirements; check each claim against the vehicle's history for comebacks, related repairs, or part failure; monitor use of special warranty authorizations for diagnosis time, straight-time repairs, out of warranty repairs and loaner vehicles.
* Weekly Comeback Report: collect and attach photocopies of subject repair orders and complete Chrysler's Comeback Report.
* Process warranty and service contract claims for payment:
* Submit warranty and service contract claims for payment.
* Review all returned or rejected warranty and service contract claims and prepare the claim for immediate resubmission.
* Contact the appropriate manufacturer or service contract personnel regarding any claims requiring help or special authorization.
* Advise the Parts Department personnel of parts to be returned, inspected, or scrapped by the manufacturer and maintain a record of such a return with the warranty claim.
* Maintain schedule for all warranty and service contract claims.
* Provide a monthly report to the Service Manager regarding warranty and service contract claim status.

**ADDITIONAL RESPONSIBILITIES**

* Count down the cash drawer.
* Balance credit card machine.
* File FFV service call repair orders in the binder.
* File the Service Coordinator's outgoing telephone call sheet in the binder.
* File repair orders, Quick Lube orders, and parts tickets.
* Help in the main office, i.e., cash deposits, postings, writing checks, etc.

**MONTHLY RESPONSIBILITIES**

* Run service reminders.
* Enter CSI, FIR, and FFV survey scores into the customer's history.

**OTHER**

* Maintain a high level of personal grooming, hygiene, and dress consistent with the position's duties.

**Job Description Acknowledgment**

I have reviewed the job description for my position and understand my responsibilities.

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager Signature: ­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_