

Job Opportunity

Heritage
automotive

Job Title	Service Manager
Location	Heritage Volkswagen - Salisbury
Reporting to	Brand Manager
Job Purpose	To improve the Departments performance and standards in line with Heritage and Volkswagen ambitions
Main Duties	<ul style="list-style-type: none">• Lead service operation to deliver higher than national average customer satisfaction whilst improving staff satisfaction and loyalty• Formulate policies and procedures to achieve maximum sales of parts and labour• Maintain agreed profit margins and return on investment by efficiently controlling stocks, assets and all financial transactions• Achieve and strive to exceed all targets through an efficient workshop operation• Help retailer to achieve industry-leading standards of process efficiency• Ensure departmental compliance with company policies and industry guidelines• Ensure that staff training needs are reported and actioned
Essential requirements	Proven leadership skills Interpersonal skills Customer orientation Process orientation Commitment to excellence Driving licence
Desirable requirements	Track record of managing people and systems Knowledge of vehicle legislation and trade practices
Closing date for applications	19 th March 2010
If you are interested in this position please contact Mike Dowling Group HR Manager 07796177023 or email your CV to mike.dowling@heritageautomotive.co.uk quoting HAWebsite.	

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