

Position	<p style="text-align: center;">Service Manager Jim Brown</p>	<p style="text-align: center;">Head Technician Andrew Jones</p>
Reports to	<p style="text-align: center;">General Manager</p>	<p style="text-align: center;">General Service Manager</p>
Key duties and tasks	<ul style="list-style-type: none"> • Open and close workshop • Answer phones and attend to customers • Manage booking diary and review with head technician each morning • Prepare job cards (night before preferably) • Confirm customer details are correct • Discuss timing with potential client • Inform customer of service/repair process • Liaise with technicians on job progress • Update customers as required on job progress • Inform customers of any extra work required • Calculate pricing for any additional work • Obtain customer approval prior to conducting any additional work • Communicate any over-runs ASAP • Determine pricing on jobs • Prepare customer invoices prior to arrival • Call customer to arrange pickup on completion • Explain in detail what work was carried out and show them any damaged parts • Communicate any further work required and discuss options • Reschedule any extra work not completed • Ensure consistent delivery of service standards • Provide customers with quotes as required • Follow up quotes within three days • Maintain client records for filing system • Maintain a tidy office • Process incoming and outgoing mail • Back up system daily • Order stationery as required • Inform the GM of any unhappy customers • Send reminders and thank you letters each week • Ensure business procedures are followed • Oversee staff and ensure they fulfill their responsibilities and duties • Investigate new product/service opportunities • Attend monthly management meeting • Communicate business improvement opportunities • Communicate training needs to GM • Communicate marketing opportunities to GM • Ensure appearance is in line with our policy 	<p>In addition to technician duties:</p> <ul style="list-style-type: none"> • Oversee technicians and ensure they fulfill their responsibilities and duties • Review booking diary each day with service manager • Ensure all parts ordered before 9.30am • Monitor technician output to ensure targets are reached • Ensure jobs are finished on time • Inform service manager of any delays • Ensure all equipment is switched off at the COB • Check all apprentice work prior to handover • Manage stock returns • Manage damaged equipment • Repair and maintain equipment • Develop and maintain tool register • Train and oversee apprentices • Manage optimal workshop layout • Review and improve workflows • Attend weekly team meeting • Attend monthly management meeting • Communicate business improvement opportunities • Communicate training needs to management • Communicate marketing opportunities to management • Deal with sales representatives • Ensure appearance is in line with our policy

Technicians Ben Roberts	Bookkeeper Wendy Brown (part time)	General Manager Jim Brown (owner)
General Manager Service Manager Head Technician	General Manager	N/A
<ul style="list-style-type: none"> • Carry out service and repairs • Ensure car is clean on completion • Stamp service book • Attach branding material to each car • Correctly complete job cards including parts used, timed worked and work undertaken • Hand job card to service manager for invoice preparation • Complete timesheet after each job • Communicate any issues to the service manager or head tech ASAP. • Clean up workspace after each job • Return tools to right position • Correctly dispose of oils • Place any damaged parts in allocated bin • Train and oversee apprentices • Assist team members as required • Log and report damaged tools and equipment • Correctly complete stock returns log book • Order parts from as required • Update out of stock white board as required • Answer phones and attend to customers as required • Complete weekly cleaning roster • Attend weekly team meeting • Read and signpost material • Undertake automotive training and keep abreast of industry trends and repair techniques • Ensure appearance is in line with our policy 	<p>Perform bookkeeping duties which include:</p> <ul style="list-style-type: none"> • Process supplier invoices for payment • Process banking • Reconcile business accounts • Prepare monthly Profit and Loss • Prepare weekly financial dashboard • Prepare weekly labour review • Manage debtors • Manage payroll • Process time sheets • Maintain staff records including annual and sick leave • Prepare employee tax remittance • Prepare BAS and PAYG • Liaise with accountant • Update GM on progress daily 	<ul style="list-style-type: none"> • Complete staff appraisals • Consult the team on training needs • Ensure all staff have training and improvement goals • Book training courses as required • Maintain staff disputes register • Recruitment of new employees • Perform new staff induction • Update staff agreements and descriptions as required • Monitor staff remuneration • Manage incentive scheme • Run weekly team meetings • Run monthly management meeting • Update procedures manual as required • Ensure business complies with OHS requirements • Ensure business complies with industry regulations • Oversee premises maintenance • Oversee premise security and insurance • Oversee business financial reporting • Oversee equipment maintenance • Oversee IT system, phones systems and internet • Implement business improvement opportunities • Manage marketing promotions