



**Job Title:** Service Operations Manager  
**Department:** Service  
**Reports To:** Store Manager/Regional Aftermarket Manager/General Manager  
**Supervises:** Service Managers/Service Advisors/Service Administrators/Service Technicians  
**Job Group:** Manager  
**Exempt or Non-Exempt:** Exempt

**Job Description:**

This role will provide leadership in recruiting, hiring, motivating, managing, and evaluating service team members. The Service Operations Manager will manage the overall service department operations to ensure customer satisfaction including business growth through marketing and customer visits.

At RDO Equipment Co., we make decisions thoughtfully, balancing the impact on each of our stakeholders, and enact those decisions according to each of our core values. In this way, we find purpose in our work and pride in our purpose.

**Specific Duties Include:**

- Proactively meet with and engage customers each month to develop, maintain, and grow relationships, ensure customer satisfaction through proper follow-up and communication.
- Mentor, coach, train and guide Service Managers in all service department management areas of responsibility. Emphasis on people management and developing skills related to hiring and performance management.
- Understand and communicate the Profit Sharing program to employees.
- Ensure work orders are charged out in a timely and in a profitable manner.
- Verify and drive accountability around effective use of the service scheduling and Ewalk tools to properly manage the flow of the work order process to completion. (customer, internal and warranty)
- Ensure the service department is managed to company benchmarks for work-in-progress (WIP) and billing-in-progress (BIP) and billing cycle times.
- Ensure the processing of warranty claims and timely monitoring of warranty sub-ledger for all pieces of equipment.
- Ensure all decisions positively impact our stakeholders and align with our core values.
- Meet with Service Managers regularly to review department operations and financial performance, profitability, efficiencies, and employee matters.
- Effectively communicate and partner with the General/Store Management to grow and meet the projected financial and budgeted benchmarks.
- Support recruiting efforts, hire qualified team members, and develop the team with emphasis on people management and developing skills related to hiring, performance management, and excellent customer service.
- Maintain inventory for company-purchased tools and follow checkout guidelines.

- Coach and mentor service department employees.
- Responsible for safety behavior, safety inspections, safety repairs noted during inspections, reporting, safety meetings, and all things safety for the entire store location.
- Create and monitor annual service department benchmarks and budget, in alignment with the company's financial and operational objectives.
- Demonstrate leadership in all aspects of the store.
- Ensure that appropriate communications take place throughout the location/s by facilitating/participating in monthly open-book meetings, conducting regular team meetings, encouraging an open-door policy, and proactively seeking feedback from team members.
- Foster an engaged work environment within the location/s, encouraging accountability, open communication, teamwork, and a commitment to servicing the customer.
- Lead and manage all business and/or department activities related to ensuring the customer experience is positive and that all team members are committed to creating solutions and long term relationships with customers.
- Ensure that the company/location reputation and image in the community is consistent with RDO Equipment Co. Core Values, and that business relationships with all stakeholders are not compromised.
- Manage the evaluation, allocation, and management of physical and financial resources and administer the hiring, development/training, management, evaluation, and effective assignment of people resources.
- Responsible for ensuring that sound and safe business practices and processes are implemented and continuously improved to effectively and efficiently achieve ethical business objectives.
- Follow all safety rules and regulations while performing work assignments and adhere to all policies and procedures as specified in company manuals and as directed in the employee handbook.
- Proactively seek and participate in available company-sponsored training, in an effort to develop and advance knowledge base and skill set.
- Maintain a positive and professional working relationship with peers, management, and support resources, with a constant commitment to teamwork and exemplary customer service.
- Perform all other duties as assigned by management in a professional and efficient manner.

**Job Requirements:**

- Previous supervisory/management experience
- Excellent customer service skills
- Excellent oral and written communication skills
- Strong computer skills
- Industry experience preferred
- College degree preferred
- Candidates must have valid work authorization and be able to work in the U.S. without company sponsorship.

EOE/M/F/Disabled

**Essential Job Functions:**

<b>Activity</b>	<b>Never</b>		<b>Occasionally</b>	<b>Frequently</b>	<b>Constantly</b>
Hours Per Day	0 Hours		Up to 3 hours per day	3-6 hours per day	6-8+ hours
Sitting				X	
Walking			X		
Standing				X	
Bending (neck)			X		
Bending (waist)			X		
Squatting			X		
Climbing			X		
Kneeling			X		
Crawling			X		
Twisting (neck)			X		
Twisting (waist)			X		
Hand Use: Dominant Hand Right____ Left____				X	
Is repetitive use of hand required?				X	
Simple Grasping				X	
Power Grasping	X				
Fine Manipulation				X	
Pushing/Pulling			X		
Reaching (above shoulder level)			X		
Reaching (below shoulder level)			X		
<b>Lifting:</b>					
0-10 lbs.					X
11-25 lbs.			X		
26-50 lbs.			X		
51-75 lbs.	X				
76-100 lbs.	X				
<b>Carrying:</b>					
0-10 lbs.					X
11-25 lbs.			X		
26-50 lbs.			X		
51-75 lbs.	X				
76-100 lbs.	X				
Driving cars, trucks, forklifts, other equipment?				X	