

Automotive Service Manager Job Description

Duties and Responsibilities:

- Oversee operations in an auto service unit to ensure compliance with quality standards
- Contact clients and convince them to bring vehicles to their unit for repairs
- Oversee the inspection of automobiles to identify faulty components and facilitate process for repairs
- Supervise the activities of automotive service technicians to ensure efficient job performance and timely repairs
- Conduct price negotiations with clients to reach a favorable bargain for both management and client
- Oversee the hiring and training of an effective auto service team
- Maintain accurate record of all accounts and relevant financial information
- Monitor inventory to regulate and ensure availability of required vehicle parts
- Ensure automotive service staff comply with environmental laws and regulations
- Oversee the procurement of vehicle parts, automotive equipment and various other items required in an auto service department
- Evaluate the performance of automotive service staff in order to acknowledge efficient employees and guide underperforming ones
- Listen to client complaints and assist in addressing their issues and resolving challenges
- Oversee the disposal of wastes such as used engine oil, soot to ensure adherence to health and safety laws
- Assign and schedule work duties to auto service staff according to their skills
- Follow up customers to obtain feedback and ensure they are satisfied with received service

- Attend workshops and study relevant publications to stay up-to-date with developments in the automotive service industry.

Automotive Service Manager Requirements – Skills, Knowledge, and Abilities

- **Education and Training:** To become an automotive service manager, you require a Bachelor's degree in business administration, automotive service management, or in a related discipline. Prior experience in the field of auto sales and servicing is also necessary for an automotive service manager job position
- **Communication Skill:** Automotive service managers are able to effectively interact with clients to identify their requirements and facilitate processes to meet customers' needs
- **Technical Skill:** Automotive service managers are well versed in conducting vehicle inspections to identify faults and initiate repairs
- **Leadership Skill:** Automotive service managers are able to coordinate and direct the activities of an auto repairs unit to ensure efficient work operations.