

Career Opportunity

Service Department Supervisor

Summary

Gardenland is looking for an experienced Service Department Supervisor. This is a full-time position and the ideal candidate will have prior experience with 2 and 4 cycle hand held powered equipment. The Service Department Supervisor will be responsible for training, appraising, and supervising service and parts department employees as well as utilizing the most cost efficient and effective means for all service orders while upholding Gardenland's customer service and safety standards.

Responsibilities

- The Service Department Supervisor will manage day-to-day operations including reviewing daily productivity reports; maintaining inventory and ordering parts; participating in department interviews, employee relations discussions, and terminations; creating cost budgets and profitability within the department
- Produce & review productivity reports and do daily job schedules for all the mechanics & service technicians
- They will be responsible for making sure all incoming service jobs are accurately diagnosed and with accurate estimates
- The Service Department Supervisor will plan and coordinate schedules for the Parts Associates and Service Technicians to optimize productivity and ensure goals are being met
- Customer service is of utmost importance at Gardenland. This position will be responsible for managing and driving positive customer experiences
- The Service Department Supervisor will ensure that technicians are being held accountable for the quality of their work
- This position is responsible for maintaining a safe and secure work environment by adhering to safety standards, striving to improve safety standards, and reporting any suspicious activity
- Other tasks as assigned

Required Skills

- Minimum of 3 -5 years of prior experience in a similar role
- Excellent written and verbal communication skills
- Ability to work independently and make decisions in accordance with established policies and regulations.

Education & Required Certifications

- Associate's Degree or Equivalent
- Small engine or technical training in 2 Cycle and 4 cycle small engine repairs
- Familiar with or certified from any of the following manufacturers. Stihl, Husqvarna, Exmark, Briggs & Stratton, Kohler, Kawasaki, or similar small engine manufacturers

