

## **Service & Installation Manager – AIC Chesterfield**

**Salary:** Competitive

**Profit Related Pay**

**Bonus Scheme**

**Hours of work:** 9.00 am to 5.00 pm Monday to Friday

**Company Benefits:** Auto Enrol Pension Scheme, 23 days holiday plus statutory, Life Insurance, Employee Assistance Programme

The Adaptations Installation Company is part of a multi-site business serving the disability and mobility sectors.

We are a family-run company, whose steady expansion has been built on the excellent customer service our staff give to our customers.

We have an exciting opportunity for a Service and Installation Manager for our Chesterfield branch.

We operate in a very niche and rewarding industry, making independent mobility accessible to all by adapting vehicles to each customer's individual needs. With a list of over two hundred adaptations no two days are the same!

As Service & Installation Manager, you will be responsible for achieving maximum output of the branch through strategic planning and efficiencies whilst maintaining excellent customer service and quality standards.

Leading and mentoring a small team of experienced and dedicated colleagues, you will coordinate the daily smooth running of the branch and drive it to even greater success, whilst ensuring the branch is compliant with policies and procedures.

This role would suit an experienced automotive manager with lots of fantastic ideas and a proactive, positive attitude.

### **As our Service & Installation Manager you will be responsible for:**

- Managing the diaries of a small team of technicians, support staff and sales team, you will ensure productivity and efficiency targets are achieved
- Ensure the work is carried out to the highest standards and on time
- Delivering excellent customer service at all times, resolving any issues quickly and to the satisfaction of the customer
- Ensuring that parts are ordered OTIF
- Developing and mentoring staff
- Building a strong team ethos and employee engagement
- Ensuring we always remain compliant with company, manufacturer and health and safety policies
- Reviewing and analysing department KPI and financial reports, and motivating staff to exceed objectives
- An understanding of how to identify and maximise sales opportunities, remaining honest, ethical and compliant at all times
- Building and maintaining strong relationships with local car Dealerships

### **In order to be successful in this role you must have:**

- Proven track record of effective scheduling
- A passion for delivering great customer service
- High levels of literacy and numeracy
- Good organisational and IT skills
- High levels of accuracy and attention to detail
- Ability to maintain calm under pressure
- An understanding of modern motor vehicle technology

- Excellent people management skills

Training on company internal systems will be provided to ensure a successful start in your career with the business.