

John Deere Service Manager - C & B Operations, LLC

Here is an opportunity to work for John Deere and area producers as a Service Manager. This full time position at Tri County Implement, Jackson, MN, will be responsible for safe, efficient and profitable operation of the Service Department, advise and make recommendations to the Store and Regional Managers regarding the best interest of the service department, be responsible for service department customer satisfaction and negotiate customer complaints to a satisfactory conclusion. C & B Operations, LLC is a multi store John Deere dealership with stores in five states, including Jackson, MN. Experience preferred, but will train. C & B Operations, LLC offers a full benefit package including health, dental, life insurance, 401k, competitive pay and personal growth opportunities.

Contact : Terry Helmers, Store manager at 507-236-4729 or HelmerT@deerequipment.com or Kelly Artz, Regional Manager ArtzK@deerequipment.com.

Essential Duties:

1. Develops and maintains effective Service Department processes to ensure internal and external customer satisfaction.
2. Creates annual Service Department goals and budget, in alignment with the organization's financial and operational objectives.
3. Develops and executes Service Department marketing plan and monitor monthly to ensure achievement of departmental goals.
4. Takes the lead in sharing best practices and implementing common processes throughout the Service Department.
5. Coordinates customer clinics, field days and related, promotional events.
6. Submits all service warranty and Product Improvement Program claims within the required time frame to receive maximum credit.
7. Recruits, hires, develops and retains key talent by maintaining a current Internal Depth Chart, Recruiting and Hiring Plans and individual development plans.
8. Maintains all department tools, equipment and vehicles in good working order.

Skills & Qualifications:

- ☞ Minimum 3 years experience in Service Department operations.
- ☞ Ability to use standard desktop load applications such as Microsoft Office and internet functions.
- ☞ Ability to speak effectively one-on-one and within a group.
- ☞ Basic understanding of financial principles relative to Service Department operations.
- ☞ High School Diploma or GED equivalent.
- ☞ Familiar with John Deere and competitive products.
- ☞ Ability to analyze and interpret internal reports.