

# Service manager agreement and job description

**This workshop employment agreement is between:**

**TaT Service Centre** 51 James Street, Rozelle NSW 2039

and

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**Commencement:**

1 July 2012

**Position:**

Service manager

**Remuneration:**

\$00,0000.00 per annum

Plus 9% Superannuation – total \$00,000.00

Wages are paid every Friday by direct debit

**Working hours:**

7.00am to 6.00pm Monday to Friday.

1 hour a day for breaks during this time. Andrew Jones is to be in charge if and when breaks are taken.

**Termination of Employment:**

Employment may be terminated by you or TaT Service Centre subject to two weeks notice in writing, or payment in lieu of notice. TaT Service Center reserves the right to dismiss without notice or payment in lieu of notice for just cause. For the purpose of this paragraph 'cause' shall cover:

- dishonesty
- willful disobedience or non-compliance with the terms of this letter
- failure to comply with any lawful orders or instructions given by TaT Service Center
- incompetence or negligence in the performance of your duties
- bankruptcy
- conviction of any criminal offence reflecting on your character, integrity or reputation in the community in which you work
- use of drugs prohibited by law

- consumption of alcohol to a level which, in your employer's opinion, adversely affects your ability to perform your duties.

### **Annual Leave**

Annual leave entitlement is 20 days per year.

Holiday leave loading is not paid.

Annual leave is to be taken each year.

Management may direct leave be taken when five weeks entitlement has accrued.

### **Sick Leave**

Sick leave entitlement is 10 days per year (on a pro-rata basis for the first year). A doctor's certificate must be supplied for all sick leave taken on a Monday or Friday or if longer than one day.

### **Superannuation:**

The Australian Government's compulsory employer superannuation contribution currently 9% of your gross salary will be paid directly into the company's superannuation fund (MTAA Superannuation Fund, unless you specify another).

### **Reports to:**

Proprietor, Jim Brown

### **Expectations:**

It is expected that the workshop trades as a ongoing and profitable business. It is your responsibility to ensure that all staff are working as per their work agreements and to ensure all jobs and tasks are completed in a timely manner.

### **Key duties and responsibilities:**

Most of your duties will involve delegation and checking. It is your responsibility to ensure that everyone is fulfilling their obligations to ensure that the business runs smoothly and profitably. Your duties and responsibilities include:

- Ensure efficient and quality repairs and servicing to customers' vehicles within the framework listed above
- Communicate to the proprietor any information relevant to the smooth and profitable running of the workshop, including and not limited to, safety issues and improper behaviour
- Open and close the workshop each day
- Answer phones and attend to customers
- Manage booking diary and review with head technician each morning
- Prepare job cards (night before preferably)
- Confirm customer details are correct
- Discuss timing with potential client
- Inform customer of service or repair process
- Liaise with technicians on job progress

- Update customers as required on job progress
- Inform customers of any extra work required
- Calculate pricing for any additional work
- Obtain customer approval prior to conducting any additional work
- Communicate any overruns ASAP
- Determine pricing on jobs
- Prepare customer invoices prior to arrival
- Call customer to arrange pickup on completion to ensure all finished vehicles are picked up as soon as possible after completion
- Explain in detail what work was carried out and show any damaged parts
- Communicate any further work required and discuss options
- Reschedule any work not completed
- Ensure all vehicles are locked away or locked in all-day parking spots outside at the end of each day. Where possible all vehicles to be locked away over any weekend period
- Ensure that all finished vehicles are processed in a timely manner – no finished jobs should be left in the workshop's possession
- Ensure consistent delivery of service standards
- Provide customers with quotes as required
- Follow up quotes within three days
- Ensure all job cards and daily time sheets are filled out neatly and accurately on a daily basis.
- Maintain a tidy office and ensure that all common workshop areas including kitchen, toilets and locker room areas are kept clean and tidy and that the workshop is in a clean and safe condition at all times
- Ensure all workshop equipment is maintained and serviced as required and report any equipment that needs repairs or is not working.
- All scan tools are to be updated regularly and kept in good working order
- Ensure and monitor staff to make sure equipment is return to where it belongs and in working order and clean
- Ensure that the petty cash float always balances
- Process incoming and outgoing mail
- Backup system daily
- Order stationary as required
- Inform the proprietor of any unhappy customers
- Maintain client records for filing system
- Send reminders and thank you letters each week
- Investigate new product and service opportunities
- Attend monthly management meeting
- Communicate business improvement opportunities
- Communicate training needs to proprietor
- Communicate marketing opportunities to the proprietor
- Monitor and manage the daily turnover to ensure profitability
- Undertake regular stocktakes to ensure correct levels are recorded
- Update and improve stock inventory and ensure computer records are up to date
- Read material on the notice board and sign off when completed and ensure all staff does the same
- Post any information that staff should be aware of on the notice board
- Ensure that all stock orders are placed when required and that stock items are put away ASAP and no later than 5.30pm Fridays – this should be a delegated job

- Ensure that any parts for return are picked up and returned in a timely fashion.
- Ensure that all returned parts are entered into the returns folder and picked up on a regular basis with no more than two days delay
- Ensure all returned parts are internally processed before the end of each month
- Undertake automotive and management training and keep abreast of industry trends and repair techniques
- Relative magazines, training course notices and other relevant information must be posted on the notice board
- Ensure all staff present themselves in a tidy manner of a high standard and that correct uniforms are worn.
- Ensure staff use of mobile phones is kept to a minimum.

**Bonus:**

If all of the above has been met you will be eligible for a weekly bonus which is detailed in the staff incentive scheme.

A service manager is expected to lead by example. An efficient manager means an efficient workshop. You need to constantly look for ways to improve the workshop operations. You need to delegate jobs and ensure they are done to the level and quality expected.

Any issues, problems or suggestions should be brought to the attention of the proprietor. Any decisions that will affect the profitable operations of the workshop or have a significant effect on the business must be made in conjunction with the proprietor.

By signing this agreement, you signify your understanding of the conditions of employment and accept all the above terms and conditions of employment.

This agreement will be reviewed in July each year at your annual appraisal.

This agreement is strictly confidential and its contents must not be disclosed to any other employee. Any such disclosure will result in immediate termination of employment.

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Jim Brown  
Proprietor

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Technician