



Service Manager-North Bay Day Shift

Currie Truck Centre is a full service dealership group representing The Daimler Trucks North America product line with 4 locations in Ontario. We are currently searching for a **Service Manager in our North Bay location**, which represents the Western Star brand. Currie Truck Centre offers competitive salary & benefit packages, a positive work environment, and career advancement opportunities.

Supervision of: Shop Supervisor, Technicians, Service Support Staff, Shop support staff

Qualifications:

- Minimum of 2 years in management / supervisory experience
- Minimum of 5 years Licensed -310T Technician
- Computer literacy – proficient in Microsoft Office and business systems
- Strong technical background
- Strong commitment to employee morale / customer satisfaction
- Excellent interpersonal, organizational and communication skills

Principal Duties and Responsibilities:

- Provide exceptional customer service to all customers
- Supervise all Service Department staff
- Hiring and discipline of all service staff as required
- Provide access to, schedule, and encourage training and safe work practices for all service staff.
- Approve and justify overtime hours of service department personnel.
- Schedule routine maintenance on shop equipment, and non-routine maintenance as required.
- Procurement of tooling & supplies for the department within company parameters.
- Assist in planning strategy to meet annual sales/gross margin targets
- Maintain control of WIP and ensure Repair orders are completed in a timely fashion on a week to week basis.
- Maintain Communication with all service staff using various methods including periodic, scheduled department meetings.
- Represent the professional image of the company at all times, in all dealings with customers and staff
- Identify and solicit potential new customers within the locations area of responsibility to ensure sales growth
- Complete performance reviews for all service department personnel with the input of Senior Management, and conduct individual interviews in conjunction with the review
- Assist in the preparation of and approve all accident repair estimates and obtain written authorization from insurers prior to any and all insurance repairs
- Strive to maintain positive relationships with all other department managers/personnel
- Attend OEM meetings/training as required
- Other duties as assigned

Health & Safety:

- Possess a sound knowledge of all company safety policies, rules & regulations as required by the company and legislation through training provided
- Ensure compliance with all safety policies, rules and regulations by all employees as required by the company and legislation
- Maintain good housekeeping standards within the service area and yard
- Ensure applicable PPE is used at all times by employees under supervision and encourage the use of any optional additional PPE to encourage safety.
- Inspect the workplace, including identifying and eliminating any contravention of policy, rule or regulation outlined by the company or by legislation
- Ensure correct handling and storage of all tools, product, chemicals, equipment, etc. is practiced by all employees
- Assist in our company target of zero lost time accidents
- Must have, or undertake to complete training in :WHMIS, Lock-Out, Crane use, Forklift and Supervisor Awareness Training
- Attend OEM meetings/training as required
- Comply with the Highway Traffic Act, and all other applicable legislation while driving any company or customer vehicles which will be operated in a safe, and courteous manner at all times.



Essential Skills:

- Supervisory/Management Skills
- Organized
- Interdepartmental Co-ordination
- Leadership
- Effective Communication
- Problem Solving
- Time Management
- Accuracy
- Reliability
- Motivation of self and others
- Current 310T license

Physical Requirements:

- Prolonged standing, frequent walking, bending/twisting
- Lifting
- Heat tolerance
- Cognizance of effective ergonomic concepts

Qualified applicants should submit their cover letter and resume, quoting position title to hr@currietruckcentre.com or through our website <https://www.currietruckcentre.com>

We thank all applicants for their submission; however only those selected for an interview will be contacted.