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Service Department Manager Bus/Heavy Duty

Bird Bus Sales

Plainview, NY 11803

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About Us: BIRD BUS SALES, located in Plainview and Elmsford, New York, handles Blue Bird Bus sales to school districts and contractors, Assisted Living Bus sales, Child Care Bus sales, MFSAB Buses, Shuttle Buses, Church Buses and Head Start Buses built by Blue Bird Bus, Micro Bird.

Job Description:

- Handle customer complaints as they relate to the Service Department
- Ability to be hands on
- Prioritize required services
- Develop strategy to increase service business so as to utilize all techs efficiently to its greatest potential
- Spending quality time building customer relationships, both with individuals and commercial
- Serving as a liaison between shop foreman and customers
- Service Manager has a full understanding of the job requirements of everyone in the department and how those jobs are to be performed
- Review all customer, internal and warranty RO's before completion and submission
- Manage and hire technicians, service advisers and porters
- Ensure that the service department meets required safety standards for a hazard free work environment

Job Qualifications:

- At least 2 years' experience in service management
- Technical bus/automotive knowledge
- Demonstrate ability to manage others
- Dealer Track experience a plus
- Must be computer literate including but not limited to Excel and Word etc.
- Must be willing to submit to a background check

Job Type: Full-time **Work Location:** Plainview, Long Island **Schedule:** Monday to Friday

Benefits: 401(k) - Health insurance - Paid time off - Vision insurance

Company's website: *BirdBusSales.com or apply on INDEED.COM*