



Service Manager

Bundaberg Harley-Davidson is looking for a confident, outgoing and mechanically minded person with a commitment and desire to join our team in a full time Service Manager role.

Who we are

As a prominent and respected motorcycle dealership with a long history in the Wide Bay region, representing two of the most recognised brands worldwide, we have a dedication to providing exceptional quality & service to our customers as we strive towards our brand goal of being the very best in retail.

We are a family-owned business and are proud to enjoy a fantastic workplace culture, and have a strong team of hardworking, honest and friendly people. Every day working at Bundaberg Harley-Davidson is a great day.

What does the role entail?

In brief, the successful candidate will be expected to perform the following.

- Scheduling work for three full-time technicians including determining parts requirements for a job & ordering or ensuring availability of the required parts ahead of time.
- Provide high quality customer service and keep customers highly informed throughout the repair process.
- Invoice repair orders and collect payment from customers.
- Become familiar and efficient with all phases of the computer system required for Parts & Service management.
- Process all dealership warranty claims.
- Prepare quotations for crash repairs and liaise with insurance companies.
- Work closely with Harley-Davidson Technical Support personnel to resolve unusually complex mechanical and diagnostic problems.
- Work closely with the Sales Department to ensure all new and used motorcycles are delivered to customers (or prepared for the sale floor) in a timely fashion that supports the Sales Department.
- Assist in growing the volume of Parts/Accessories & Service work.
- Track and measure Service operations at Bundaberg Harley-Davidson to ensure goals are met and the dealership is profitable.
- Attend training sessions to keep current with Parts/Accessories & Service Department topics.



Candidate requirements

- Self-motivated, punctual, and reliable.
- Service background in a motor vehicle dealership or similar store to ours (this could include motorcycle, car, caravan or boat repairs).
- Passion for outstanding customer service.
- High level of communication and leadership motivational skills.
- Excellent time management.
- Excellent computer skills.
- Current class C Queensland driver's licence.
- A current unrestricted motorcycle licence is essential.
- A current forklift ticket is highly desirable, but not essential.

Remuneration

This position is a full-time permanent position. This role pays well above award, with a highly competitive salary plus performance bonuses paid monthly. Base salary is dependent upon candidate experience.

How do I apply?

This role is extremely rewarding and very diverse. If you want to build your skills in the fields of retail service and sales and have an enthusiasm for Harley-Davidson brand, this is the role for you!

You can apply by first preparing a cover letter addressed to our Dealer Principal, Mr Dallas Hood. Make sure you also include your current resume with 3 professional referees and upload your resume on the careers page of our website <http://www.bundyhd.com.au/about-us/careers>

Otherwise, you are welcome to hand deliver your application to us here at 19 Woondooma Street. We're all friendly faces here and would love to meet you, so come check out your potential new workplace. For more information call Dallas now on 07 4152 1121.