Farm Machinery Service Manager

Background

Atkins is one of the largest farm machinery dealerships in Ireland and is proud to represent many leading brands of farm machinery including Fendt, JCB (Agriculture), Kubota, McHale, Pottinger, Bredal, Bogballe, Vaderstad, Major and others. Our service function supports our customers of these brands and our sales department in refurbishing trade-ins of all products and makes. It is a busy and demanding role and one which has a fundamental impact on the company's reputation and future. From Jan. '26 the service department at Carrigrohane Road comprises the service manager, a service advisor and 11 technicians.

Job Overview

Manage the operations and staff of the service department to ensure a high level of customer service and an efficient workshop.

Key Responsibilities & Duties

- Ensure a high standard of service work.
- Enable, monitor and drive the productivity of the mechanics.
- Engage as required with customers on service matters.
- Ensure the service department works well with the sales and parts departments.
- Be the first point of contact with technical specialists at suppliers.
- Set the department's priorities and, in conjunction with the service advisor, schedule and allocate jobs.
- Ensure the department is adequately skilled by fostering the professional development of the service team, ensuring mechanics gain appropriate experience and training.
- Ensure adhere to the department's processes (e.g. job card admin), company policies (e.g. credit control) and suppliers' standards (e.g. PDI checklists).
- Line management of the service team.
- Control work in progress to ensure jobs are closed off and billed for punctually.
- Ensure an out of hours contact is available to customers.
- Ensure warranty recoveries are maximized through proper processes.
- Calculate quotations for customers/sales dept. as requested.
- Ensure the company's health and safety policy and procedures are followed.
- Ensure the workshop facilities and tools are maintained in a safe and tidy manner.
- Management of workshop department vehicle fleet (inc. forklifts).
- Participate in setting the company's overall management and direction with a seat at the company's dept heads meetings.

Performance Measures

- Workshop throughput (value work in progress, age of open jobs).
- Workshop productivity (hours invoiced % hours attended).
- Retail split (retail work % total work).
- Workshop department profit.
- Warranty over/(under) recovery.
- Workshop loyalty (service done % service due).
- Customer satisfaction ('Net Promoter Score').
- Recall/Campaign completion on time ('Product Support Programme').

Skills & Traits Required

- A proactive, determined person who sets high standards for him/herself and others;
- Strong organisation skills and the discipline to adhere to processes when under pressure;
- An ability to juggle task and handle changing priorities;
- A customer service orientation;
- Comfortable in a leadership role with the confidence and maturity to make sound decisions under pressure;
- An aptitude to invest in training others and sharing information;
- IT competency.

Experience & Qualifications Required

- Qualified tractor/farm machinery mechanic with minimum 5 years post qualification experience required.
- Experience managing others an advantage.

Job Dimensions

Job Title : Service Manager
Reports To : Managing Director
Job location : Carrigrohane Road, T12 TX84.
Structure : Permanent & Full Time
Schedule : Monday to Friday 9:00 – 17:30 + out of hours calls
Remn. : €50k - €65k
Staff : Service advisor + 4 qualified mechanics + 7 apprentices
Environment : Open plan office shared with service advisor
Equipment : PC, mobile phone
Overtime : n/a, salaried position
WFH? : n/a, in person attendance required

At times the post-holder will be expected to perform duties outside of this job description in order to ensure the maintenance of a high service level to customers.