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## AVP - Motor Vehicle Support

### ROLE SUMMARY / PURPOSE

The AVP (Assistant Vice President) for Motor Vehicle Support oversees the service department and is responsible for controlling the cost, building a loyal clientele, maintaining good employee relations, setting and obtaining workshop sales and profit objectives. Additionally, he or she must satisfy service concerns of customers, ensure that service is performed at the highest level and operate the department profitability.

### KEY DUTIES AND RESPONSIBILITIES

- Managerial responsibility for a team of approximately 6 staff. This position requires a blend of skills that are specifically focused on the servicing of motorcycles and scooters for the company clientele base.
- Hiring and supervising all service department personnel, as well as monitoring and reporting on their performances.
- Creating goals and objectives for the department, which includes an annual operating budget and a marketing plan to promote new and repeat business.
- Providing training and development on both technical & administrative for all MVS personnel.
- Keeping up-to-date on manufacturer warranty, quality index and policy procedures while serving as a liaison with the factory representatives.
- Maintaining the highest Customer Service Index rating from customers by handling customer complaints immediately and according to dealership policy.
- Develop accurate consistent enhancements to the reporting structure.
- Monitor the movements of bikes from the time they were received till releasing. This includes proper maintenance of records of all bikes received by the Department.
- Monitor the parts inventory and anticipate parts needed in light of the forecast and suggested stock orders for MVS parts requirements.
- Continue innovating & developing SOP (Standard Operating Procedures) for MVS Department.
- Work in tandem with the entire Cycle Care Ltd. Sales, Parts, Finance and Inventory teams.

### JOB SKILLS AND REQUIREMENTS

- Minimum of 5 years Service Managerial experience in the Motorcycle or Automotive Industry.
- Recognized Motorcycle or Automotive Mechanical Certification.
- Certification of completion of Service Management Training.
- At least 5 years Mechanical experience in the Motorcycle or Automotive Industry.
- Minimum of a Bachelors Degree in Engineering or any Business related field.
- Proven leadership ability to influence, develop and empower employees to achieve objectives with a team approach.
- Superior oral, written communication and customer service skills in English; demonstrated ability to organize vast amounts of data; ability to multi task several priorities and posses solid time management skills.
- Strong problem solving ability with prioritization and attention to detail.
- Excellent keyboard skills including MS Office (Word, Excel, PowerPoint, Outlook)
- Good literacy and mathematical skill.
- Working beyond opening hours will be required as driven by business demand and mandated by management to include evening, weekend and/or public holiday work.
- Able to drive both bike and truck.

If you meet the above requirements please apply in confidence no later than May 1, 2017 to: Performance Solutions Limited,

Suite 350, 48 Par-la-Ville Road, Hamilton HM 11.

Phone: 441. 232-5270 / Fax: 232-9491

Email: [hr@psolutions.bm](mailto:hr@psolutions.bm).