

**Tortola Auto Group Limited** is currently seeking an **Automotive Service Manager** who will be an invaluable addition to the vision and team in Tortola, British Virgin Islands.

**Job Summary:**

You will be responsible for the management and supervision of all aspects of the service department (Tortola & VG), garage, body shop, tire center and wash bay operations including (but not limited to) overseeing employee scheduling, management of staff performance, reporting, quality and all day-to-day tasks related to the department.

You will also be responsible for supervision and scheduling of all jobs, body repair work and ensuring that all jobs are completed, checked off with quality control and restored to pre-accident condition following mechanical and body repairs.

**Duties:**

1. Monitors the performance of all service department staff.
2. Evaluate and determines whether to rebuild, repair and/or replace parts on vehicles, engines and/or components.
3. Maintains reporting systems as required by Management.
4. Monitors and controls the performance of the department using appropriate reports and tracking mechanisms.
5. Make recommendations for pricing of services offered and negotiate with customers in a manner that will be in favor of both the company and the customer.
6. Conducts pre and post inspections for repairs to identify faulty components and ensure complete repairs. This includes test drives and ensuring that the customer is clear about all the work done on the vehicle.
7. Strives for high morale and teamwork within the department and with all other departments.
8. Develops and recommends Service-Related promotions that will increase customer buy-in and be profitable to the company.
9. Understands, keeps abreast of and complies with country and local regulations that affect service operations, such as hazardous waste disposal, automotive standards etc.
10. Understands, ensures compliance and follow-up with manufacturers for warranty and policy procedures.
11. Accounts for all documents, ensures that a good filing system is maintained at all times and all documentation are completed with the relevant approvals and sign-offs.
12. Directs and schedules the activities of all department employees.
13. Facilitates and/or conducts technical training and recommends any training needed for the Service staff as identified.
14. Monitors technicians' daily productivity reports and job-clock.
15. Monitors and follows up on parts orders with the parts manager to ensure availability.
16. Establishes and maintains good working relationships with customers to encourage repeat and referral business.

17. Maintains high-quality service repairs and minimizes comebacks. Conducts periodic spot checks of completed jobs for thoroughness and quality.
18. Ensures that all complaints are handled with the highest Customer Service and resolved in the shortest possible time according to the Companies guidelines.
19. Keeps abreast of new equipment and tools available and recommends purchases.
20. Ensures that the all work areas and customer waiting area are kept clean, tidy and safe.
21. Ensures the proper care, storage and inventory of special tools.
22. Ensures that customers' service files are up-to-date and readily available for reference.
23. Prepare competitive estimates on parts cost and labour required for repairs and maintenance.
24. Prepares &/or reviews various Service reports weekly, bi-monthly, monthly or as assigned by Management.
25. Conducts audits and reconciliation reports of all Technician Tools, Service Special Tools, Machines and Equipment.
26. Establishes and maintains 24-hour follow-up with all customers to confirm satisfaction with the service experience.
27. Ensures that all service equipment and tools are checked off and serviced on time, which includes hoists and all machinery in the garage, body shop, tire center and wash bay.
28. Ensure that the procedures are followed for all jobs that fall within the warranty program for reimbursements.
29. Maintains high-quality service repairs and minimizes comebacks. Conducts periodic spot checks of completed jobs for thoroughness and quality.
30. Keeps abreast of new equipment and tools available and recommends purchases.
31. Strives for harmony and teamwork within the department and with all other departments.
32. Any other duties that may be assigned by Management.

**Education, Experience, Skills & Traits:**

1. Bachelor's degree in automotive technology, business administration &/or a related field.
2. 5+ years of progressive experience managing an Automotive Service Department (Garage, Body Shop, Tire Center & Wash Bay) or similar operation.
3. Strong leadership and communication skills, with the ability to motivate and manage a team.
4. Excellent organizational skills, with the ability to manage multiple priorities in a fast-paced environment.
5. Knowledge of automotive systems, diagnostics, and repair procedures.
6. Proficient computer skills, including knowledge of automotive service management software.
7. Ability to build and maintain effective relationships with customers, vendors, and internal stakeholders.
8. Possess a valid driver's license and clean driving record.
9. Excellent communication skills.
10. Technical as well as mechanical skills.
11. Detail-oriented and troubleshooting skills.

12. Ability to diagnose and repair a variety of vehicle systems.
13. Knowledge of automotive parts and tools.
14. Leadership, organizational & problem-solving abilities.

**Language Skills:**

1. Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.
2. Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public.
3. Ability to read, analyze and interpret common scientific and technical journals, financial reports and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups and/or boards of directors.

**Reasoning Ability:**

1. Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
2. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
3. Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Please send resumé to Operations Manager, Tortola Auto Group Ltd., Slaney Point, PO. 437, Tortola, VG1110, British Virgin Islands or email [hr@tagbvi.com](mailto:hr@tagbvi.com) and/or 284-494-2600.

**Closing date is 31<sup>st</sup> March 2025.**