

Dealership Office Manager

JOB DESCRIPTION

Summary/Objective

Manage and lead the administrative functions of the dealership to ensure customer satisfaction and retention, a motivated and competent workforce, open and effective communications, and attainment of company goals.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Clearly communicate with customers via telephone, electronic, or face to face. Record details of inquiries, comments, and complaints during and after interaction with customer. Also record any action taken. Manage customer information system(s). ensure timely and accurate processing of information
2. Ensure Customer Service Representatives are effectively trained, cross-trained, and managed.
3. Respond to customer inquiries in a courteous manner. Promptly respond and resolve every customer inquiry.
4. Schedule deliveries, installations, service calls, and sales appointments taking into account efficient use of company resources while offering customers viable options.
5. Ensure customer documentation is accurate and complete.
6. Manage and maintain confidentiality and security of all customer information and property.
7. Demonstrate professionalism, courtesy and tactfulness in all interactions with customers, employees, and vendors.
8. Maintain appropriate office staffing level, workload distribution, employee skills necessary to best serve the customer and meet business needs.
9. Accurately process payroll, review for trends, and recommend appropriate action.
10. Together with office staff, develop realistic performance objectives tied to the dealership's goals. Actively encourage and support a team approach in making the company's vision a reality.
11. Provide, compile, and analyze data to make recommendations to improve customer service and retention.
12. Accurately report inventories, resolve discrepancies, and assist Dealership General Manager in control of inventories.
13. Responsible for the efficient operation of the office and expense control.
14. Responsible for the accuracy of the dealership's financial records.
15. Ensure compliance with company policies, recommend policy change or corrective action when appropriate.
16. Manage credit and collections function to include new customer orders and delinquent accounts.
17. Perform work with Sterling Water company values in mind:

- Integrity: Do the right thing. Trust and honesty are essential in everything we do.
- Safety: Take action to prevent accidents and injuries.
- Teamwork: Work together to accomplish our goals.
- Continuous Improvement: Search for and implement better ways.

18. Other duties, as assigned

Key Performance Behaviors

Successful Sterling Water employees consistently meet or exceed the following key performance behaviors: Adaptability, Learning, Continuous Improvement, Customer Focus, Decision-Making, Delivers Results, Integrity, Safety Focus, Teamwork, Role-Specific Knowledge, Developing and Managing Others, Strategic Ability, and Communication.

Supervisory Responsibility

This role oversees the Customer Service Representative(s) in the dealership.

Work Environment

This job operates in a clerical, office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

This is a largely sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary. Individuals may need to sit or stand as needed. This position may require walking primarily on a level surface for periods of time as well as reaching above shoulder heights or below the waist or lifting as required to file documents or store materials throughout the workday. Proper lifting techniques are required. This position may occasionally lift up to 25 pounds for files and computer printouts.

Position Type and Expected Hours of Work

This is a full-time position. Days and typical hours of work are Monday through Friday, 7:30 a.m. to 4:30 p.m., 40 hours per week.

Required Education and Experience

1. High school diploma or GED diploma, or one to three years' related experience and/or training, or equivalent combination of education and experience.
2. Minimum one-year supervisory experience

Preferred Education and Experience

1. Bachelor's degree in Business Administration or related field
2. Previous customer service experience

3. Previous collection experience

Work Authorization

Must be legally authorized to work in the United States of America.

Equal Employment Opportunity Statement

Sterling Water, Inc provides equal employment opportunities to all employees and applicants for employment. In addition to federal law requirements, Sterling Water, Inc. complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment. Sterling Water, Inc. expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Sterling Water, Inc.'s employees to perform their job duties may result in discipline up to and including discharge.

Classification

Exempt

Reports to

Dealership General Manager

Revision Date

10/12/2021

Travel

No travel is expected for this position.

Signatures

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee _____ Date _____