

Automotive Shop Service Manager

We are a busy, locally-owned shop known for quality work and honest service. Our team takes pride in what we do, whether it's basic maintenance or advanced diagnostics. Due to high customer demand, we're looking for an **Automotive Service Manager** to join our team.

Job Overview:

We're looking for a dependable, personable, and knowledgeable **Automotive Service Manager** to join our team. The duties include leading a team of service technicians and support staff, handling customer interactions and scheduling, as well as ordering parts and maintaining inventories. The responsibilities also include ensuring the service department follows safety policies and procedures.

Key Responsibilities:

- Plan, direct, and evaluate the activities in the garage by managing staff and assigning duties.
- Determine merchandise and services to be sold, and implement price and credit policies for customers.
- Source parts from the company's trusted vendors to procure the necessary parts and merchandise.
- Plan budgets, authorize expenditures, and monitor revenues.
- Evaluate and improve customer service and respond to customer requests and issues.
- Communicate effectively with customers and technicians about repair timelines.
- Maintain an organized and clean work environment.
- Ensure all work complies with industry safety standards and shop protocols.

Qualifications:

- Minimum of five (5) years of hands-on experience in a professional shop setting
- Strong knowledge of automotive diagnostics, electrical, and mechanical systems
- Ability to work independently as well as in a team, and manage time efficiently
- Valid driver's license with a clean abstract
- Positive attitude and strong work ethic, as well as demonstrated customer relations skills

What We Offer:

- Competitive hourly wage based on experience
- Paid holidays and vacation
- Monday–Friday schedule (no weekends!)
- A respectful, supportive team environment where your work is valued

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Interested?

Send us your resume at admin@directmuffler.ca or swing by the shop at 1411 Rosemount Ave, Cornwall, On, and ask for Kyle or Willy. We'd love to meet you.