



Parts and Service Director

Responsibilities:

This individual is responsible for all aspects of product service, parts and warranty functions. Works across the organization to develop policies, procedures and communication to provide service support for the product. Monitors claims processing and provides accurate reporting to management. Facilitates internal audits to develop internal training and flat rate manuals.

This role will lead the effort of a cross-functional service, parts and training team. Responsibilities include documenting all operating, service and repair procedures, turning this information into service repair manuals, warranty manuals, spare parts catalogs, operators manuals, customer warranty guides and all related retailer and customer instructional communications. Develops a product early warning system to ensure product issues are addressed promptly

Qualifications:

Bachelor degree preferred and at least ten years experience in the above areas. Good working knowledge of vehicle and marine retail operations is a must. Prior experience managing an OEM vehicle service, parts and warranty department preferred. Business experience with a start-up organization is a plus.