



Vice President - Service

Reports to: President

Location: Harbor Springs and Charlevoix Yards

Purpose: To oversee and manage the Service Departments in both locations, Harbor Springs and Charlevoix.

Effective: June 2017

Updated: May 2017

#### Responsibilities

- Direct and coordinate service departments in Harbor Springs and Charlevoix
- Direct and supervise a small staff of service managers
- Work effectively with customers and vendors
- Manage and resolve conflicts, both internal and with customers
- Directly support and manage customer satisfaction
- Demonstrate solid analytical, organizational, and people skills
- Manage OSHA compliance and the Safety program
- Support and participate in the Rewards and Recognition program
- Demonstrate high involvement and interact daily with the Service Managers, Service Writers and Technicians

#### Leadership Responsibilities

- Ability to lead by example and to influence positive change, to inspire respect and trust
- Ability to adjust management style for the required situation or person
- Ability to effectively present information and respond to questions in a transparent, ethical manner
- Ability to actively listen and to respond to the needs of the Company, the employee, and the customer
- Ability to identify and resolve problems in an effective manner
- Ability to show objectivity and an openness to others' views
- Ability to build morale and group commitments to goals and objectives
- Ability to identify positive actions and provide recognition and feedback

#### Fiscal Responsibilities

- Ability to create realistic financial projections and targets
- Ability to create and adhere to a budget
- Ability to make sound financial decisions that support the business
- Ability to analyze and manage various business matrixes

#### Qualifications

- Demonstrated ability to communicate and interact positively with people
- Ability to use Excel at a high proficiency level, including the use of formulas, pivot tables, and graphs
- Demonstrated understanding, ability or experience in the mechanical aptitude expected of the technicians
- Ability to work independently and as a team member
- Outgoing, detail-oriented, proactive, and self-motivated
- Ability to manage multiple functions and processes simultaneously
- Ability to climb ladders and stairs, to lift up to 40 pounds consistently, and to get on/off boats of varying sizes



#### Education and Experience

- Bachelor degree from a four-year college or university
- 10 years experience in management
- 5 years experience as a Service Manager in a traditional marina service department
- Certified Marine Service Manager (CSM) or Certified Marina Manager (CMM) from International Marina Association (IMI) preferred

This job description is a guide for expected job duties and responsibilities and is not intended to limit individual initiative or contribution. All employees of Irish Boat Shop are expected to be contributing members of the team and to assist in any area where there is need. The Company reserves the right to make changes to this document at any time.