



Mac Service Manager

MacSuperstore is an exciting, fast-paced and one-of-a-kind computer store. We are a retail and service business that specializes in Apple's Macintosh and iPod product lines. We represent only products that we believe in and would use ourselves. We strive to provide our customers the highest level of technical knowledge in a comfortable, non-threatening environment.

We have been in business for 10 years, based in San Luis Obispo, CA and now expanding to Colorado Springs. As an independent Apple Specialist, we have emerged as one of the nations leading providers of Apple products and services. It is our goal to be the premier provider on the Front Range.

We are looking for people who not only have a passion for Apple, iPod and Macintosh products, but also enjoy helping others achieve the same rewarding experience. We sell and service the products, but it's the people that make it all come together.

If you have a high energy level and desire to work in a fast-paced environment, MacSuperstore might be the place for you. Are you someone that customers enjoy speaking to and they walk away feeling better about the products you represent? If you like to work on a team that will challenge you to reach higher levels, MacSuperstore will do just that! Apple customers come because of the quality product, so we hire only the best people to deliver that expectation.

Location: First & Main Shopping Center, Colorado Springs, CO

Type: Full Time 45+ hours weekly

Job Summary:

Provides leadership to the Service Department by maintaining a high level of success in the areas of service repairs and upgrades, proper diagnostics, operational excellence, team development, sales and customer satisfaction. Coordinates team efforts and work loads to serve our customers both in-store and on-site. The Service Manager ability to succeed is imperative to the overall success of the store and must be a proven leader with the ability to handle a diversity of situations and multiple levels of expertise within the center. A successful service manager will provide timely and quality work while maintaining a profitable service center and exceeding customer expectations in service.

A Great manager will have:

- 3 years of leadership experience
- College education of at least 2 years preferred
- A passion to drive sales beyond expectations
- Extensive knowledge of Macintosh computers, software and associated products. Relevant Apple service certifications.
- Drivers license and ability to drive to off-site clients.
- Ability to read, analyze and interpret technical periodicals and procedures.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to troubleshoot and solve practical problems and deal with a variety of variables in situations where only limited standardization exists.
- Ability to effectively organize workflow and materials.
- Sound business judgment and decision-making ability.
- Ability to communicate clearly and comfortably on the phone, e-mail, and in person.

- Excellent interpersonal skills for relating effectively with staff and customers.
- Ability to work in a fast-paced environment – balancing speed, accuracy and profitability.
- Mastery of business analytics to determine, meet and exceed goals based on current trends
- Team building skills to coach, mentor, lead and partner
- Excellent skills in GSX usage and ability to maintain an above average GSX score

A position with the MacSuperstore is an opportunity to get paid while using your passions, skills, knowledge and wisdom of a world-class technology to fulfill people's lives through superior solutions in a fun and rewarding environment.

Duties and tasks

- Responsible for the daily supervision of all Service Department staff and Service operations at MacSuperstore.
- Maintain a better than average GSX score
- As an advanced service technician, the Service manager assists with the day-to-day workload of the Service Department
- Insure adequate time is spent on service department billable work.
- Guides and organizes the Service Department work. Responsible for workflow management and scheduling of staff and projects.
- Assures that effective systems are in place and properly utilized, allowing the optimal use of store resources.
- Effectively manages Service tasks, materials and tools.
- Establishes production and profitability goals.
- Develops and provides regular reports of Service goals and results to Management.
- Manages relationships with service customers to ensure quality customer service.
- Manages relationships with existing service partners while developing new areas of service business.
- Works closely with the Sales Department to meet their needs and those of the customer.
- Consistently involved in recruitment of new Service staff members.
- Responsible for staff orientation, on-going development, certifications and performance reviews of Service staff members.
- Participates on the MacSuperstore Management Team and contributes to overall management and planning
- Promote and sell products and services offered by MacSuperstore
- Ensure all assigned team members are actively participating in performing the opening and closing procedures upholding shop appearance, cleanliness and operational standards
- Plan and schedule weekly strategy and training sessions for entire service staff
- Responsible as a member of the management staff to assist in protecting company assets and shrink prevention through established policies and routines
- Insure fair and equitable standards are enforced to include policies and procedures for a positive balanced work environment
- Protect the company against fraudulent and harmful activities
- Responsible for the maintenance and upkeep of store technology assets
- Other duties as assigned

The above statements are intended to describe the essential functions of this job. It may be necessary for a person to perform other tasks as needed.

WORKING CONDITIONS

This position requires some driving, moderate lifting and standing.