Job Requisition: Marine Service Manager
Where: Jefferson Beach Yacht Sales
Location: In Person: 24400 Jefferson Avenue, Saint Clair Shores, MI 48080

About Us:
Jefferson Beach Yacht Sales is a Great Lakes based dealership with nine locations, including 2 sales and service support operations in Naples, Florida. We specialize in larger vessels, selling new and used, and offering facilities in brokerage, service, finance, and insurance. JBYS is an award-winning leader in the boating community, with over 900 years of combined industry experience across the team, serving customers with excellence and representing the finest quality brands.

Role Summary
The Service Manager is responsible for leading JBYS St Clair Shores service department, ensuring exceptional client experience, operational efficiency, policy compliance, and team performance. This role serves as the primary liaison between clients, technicians, subcontractors, sales, and internal teams, while overseeing service workflow and project execution. The proper candidate must have spent time in the field as a service technician and be able to coach technicians from a history of experience. This position requires flexibility during peak seasons and periodic travel.
Leadership & Team Management

- Lead, mentor, and support service technicians and service office personnel to achieve efficiency, quality, and customer satisfaction goals.
- Provide daily directions for technicians and service admin staff
- Oversee technician and subcontractor scheduling, workflow, productivity, and time reporting.
- Collaborate with leadership on staffing, training, and continuous improvement initiatives.
- Ensure compliance with company policies, safety requirements, industry standards, and manufacturer specifications.
- Address and resolve escalated technician and customer issues professionally and promptly. Notify VP of Service promptly of any escalation of customer or technician complaints
- Work flexible hours as needed during peak season, including extended days to meet operational demands.

Client Experience & Sales Support

- Serve as the primary service contact for your location.
- Meet with clients to assess service needs, recommend solutions, prepare estimates, secure deposits, and generate detailed work orders as necessary.
- Provide clear, proactive communication regarding scope, timelines, deposits, progress updates, and invoicing.
- Support JBYS sales team by effectively managing time-sensitive deals and situations

Operations, Workflow & Project Management

- Plan, manage, and schedule marine service, repair, and maintenance projects.
- Coordinate subcontractor scheduling, oversight, budget targets, billing, and performance.

- Review/edit and approve all estimates created by technicians or sub-contractors
- Review/edit and approve all invoicing
- Ensure all service work orders (retail, warranty, internal, and rigging) are properly created, estimated, scheduled, reconciled, and invoiced.
- Oversee subcontractor relationships, slip usage, vessel logistics, and inventory oversight as necessary at your location
- Manage technician credit card usage and payroll-related issues/concerns
- Work with Warranty department to ensure all warranty jobs are completed timely and processed for manufacturer payment, including RMA's

Field & Technical Support

- Perform in-field service work as needed, including installation, troubleshooting, diagnostics, and repair on boats ranging from 33' to 100'.
- Travel to marinas, storage facilities, and client locations as required.
- Conduct PDI inspections, warranty data gathering, system testing, and vessel readiness verification.
- Support vessel logistics, transfers, and preparation for client delivery.

Performance & Compliance

- Monitor and manage key metrics including billable efficiency, work-order accuracy, warranty aging, and customer satisfaction.
- Stay current with manufacturer requirements and industry training.
- Ensure accurate documentation, technician notes, and warranty compliance.
- Manage/maintain parts margins
- Manage/maintain sublet margins
- Manage/maintain technician utilization rates
- Monitor and communicate your location KPI targets with clarity and transparency
- Perform employee reviews, ensure employee training needs are met, enforce disciplinary action as necessary

Pay: From $80,000.00 per year
Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Health insurance
- Paid time off
- Vision insurance

To Apply: Please send your resume to Caroline Winters cwinters@jbys.com or call 866-490-5297 and ask for *Bridget Dueweke General Manager ext.: 160 or Caroline Winters ext.: 162*