



Careers

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Associate Service Manager - Coral Gables, FL

Job Category

Service & Energy Installation

Location

Miami, Florida

Req. ID

77553

Job Type

Full-time

[APPLY](#)

Tesla participates in the [E-Verify Program](#)

Tesla's Associate Service Managers are responsible for driving excellent results in customer service and operational efficiency in our service centers.

Expectations and Responsibilities:

- Our Associate Service Managers must assist in the daily operations of the Service Center to ensure the delivery excellent results and achieve goals quarter after quarter, month after month, on all aspects of customers, people, operations, and financials.
 - : Our customers are changing the world, and it is your responsibility to exceed their expectations of what a service experience should be. We expect you to go above and beyond for our customers. As an Associate Service Manager, you will coach your team to elevate their customer service approach and assist the team in developing and implementing appropriate standards and processes to continuously elevate the overall service experience

Service experience.

- : Our Associate Service Managers lead by example, and we expect you to put your team's success before your own. Your team will look to you to champion open communication, active problem solving, and a positive work environment. You must have the ability to inspire and coach your team to meet both daily and strategic goals, and partner with the Service Manager to ensure the development and growth of your team.
- : As an Associate Service Manager, you must understand every aspect of your service center's performance, and work with our Service leaders to increase efficiency and drive continuous improvement in all aspects of operations. You must actively facilitate exceptional team performance and partner with your team to identify and remove waste in operational processes. We expect you to promote safety, efficiency, quality, and overall excellence in all of your actions and decisions.
- : Our Associate Service Managers are expected to understand our business, know their numbers and ensure excellence in the center's daily operations to achieve specific goals in productivity, quality, output, cost as well as revenue / margin where applicable.
- Our Associate Service Managers act in the best interest of Tesla at all times. You must have a passion for our mission, our people, and our customers.
- Technical acumen is required – you must develop a knowledge of all Tesla products, as well as Service systems, processes, and procedures.
- Attitude and approach is everything. You must:
 - Be a leader and a team-player.
 - Love to change the status quo and work well in high-pressure situations. Exceptional prioritization and time management skills are essential for success.
 - Be strategic and proactive. You must think and plan ahead to give your team the tools they need to be successful.
 - Be self-aware, flexible and open-minded.
 - Possess a rare combination of analytical thinking, hands-on problem solving, and a customer-service mindset.
 - Be an advocate for your customers and your team. Your success depends on theirs.

APPLY

About Tesla

Tesla is accelerating the world's transition to sustainable energy. We design, manufacture, sell and service the world's best solar technology, energy storage systems, and electric vehicles,

providing customers the opportunity to generate, store and consume energy entirely sustainably.

Tesla is committed to hiring and developing top talent from around the world for any given discipline. Based in California, Tesla's workforce spans across four continents. We work to build an inclusive environment in which all people, regardless of gender, race, religion, or background, can come to do their best work.

Our world-class teams operate with a non-conventional philosophy of inter-disciplinary collaboration. Each member of the team is expected to challenge and to be challenged, to create, and to innovate. We're tackling the world's most difficult and important problems—and we wouldn't succeed without our shared passion for making the world a better place.

[Learn more about Tesla](#)

Tesla is an Equal Opportunity / Affirmative Action employer committed to diversity in the workplace. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, age, national origin, disability, protected veteran status, gender identity or any other factor protected by applicable federal, state or local laws.

Tesla is committed to working with and providing reasonable accommodations to individuals with disabilities. If you need a reasonable accommodation because of a disability for any part of the employment process, please call [510-602-3960](tel:510-602-3960) or send an e-mail to accommodationrequest@tesla.com and let us know the nature of your request and your contact information.

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