



JOB DESCRIPTION

POSITION: Service Manager
DEPARTMENT: Service
REPORTS TO: Operations Manager
CLASSIFICATION: Exempt
APPROVED BY: Chief Operating Officer
APPROVED DATE: 9/7/17

Summary

This position is responsible for the daily supervision of two or more employees in the Service Department. Provides team members with the appropriate training, tools, direction and motivation to enable their success as well as interacting directly with customers. Responsible for overseeing equipment repair, maintenance and installation of equipment as well as receiving parts/inventory. Responsibilities also include negotiating service contracts, contractual agreements for preventative maintenance and acts as a liaison with sales team to manage accounts concerning equipment sales and service.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Responsible for the supervision of employees, which includes work allocation with service coordinator, training and problem resolution and motivates employees to achieve peak production and performance.
- Ensures all employees are up-to-date with training and certifications including propane, equipment repair, etc.
- Oversees the daily operations of the service department ensuring compliance with all federal, state and company policies, laws and regulations.
- Identifies and corrects deficiencies in repair time, labor costs, parts, fuel etc.
- Performs quality control inspections to ensure adherence to contract specifications and industry standards. Performs inspections of new equipment to ensure working condition after delivery.
- Monitor parts, labor, repairs, technician hours and preventative maintenance operations to ensure profitability.
- Develops and implements new and progressive means of delivering customer service to sustain growth.
- Evaluates preventative maintenance programs; modifies programs as necessary to increase efficiency, service and effectiveness.
- Provides information, resolves problems, and advises customers on products and/or services, ensuring customer satisfaction.

- Communicates with all manufacturer warranty departments to ensure efficient processing of warranty claims.

Competencies

- Leadership
- Communication Proficiency
- Customer Focus
- Organizational Skills
- Problem Solving/Analysis
- Process Management
- Teamwork Orientation

Supervisory Responsibility

This position manages all employees of the department and is responsible for the overall direction, coordination, and evaluation of these employees. Carries out supervisory responsibilities in accordance with company policies, and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees, addressing complaints and resolving problems.

Work Environment

This job operates in a warehouse with own work space. While performing the duties of this job, the employee is frequently exposed to moving mechanical parts. The employee is occasionally exposed to wet and/or humid conditions, outside weather conditions, and extreme conditions. The noise level in the work environment is usually moderate. This role routinely uses standard office equipment such as computers, telephone, headset and photocopiers.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit, stand; walk; use hands to finger, handle or feel; reach with hands and arms; and lift up to 75 lbs.

Position Type/Expected Hours of Work

This is a full-time position, Monday through Friday 8:00 a.m. – 5:00 p.m. Occasional early or late hours may be required as job duties demand.

Required Education and Experience

- High School diploma or equivalent, college degree preferred.
- 5 years of experience directly related to the essential functions specified, and hands on experience in related industry

Abilities:

- Skilled in examining and re-engineering operations and procedures.
- Formulate policy and develop and implement new strategies and procedures.
- Skilled at organizing resources and establishing priorities.
- Ability to analyze and interpret financial data and prepare financial reports, statements and/or projections.
- Strong communications skills both verbal and written required.
- Knowledge of contract documents and specifications required.
- Skilled in the use of computers, PC, Window based operating environment as well as Microsoft Office suite of products (word, excel, power point) required.
- Ability to supervise others and foster a cooperative work environment including training, scheduling, and employee development and performance management skills required.
- Strong customer service skills required to resolve customer complaints and concerns.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management.

Manager _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____