



SERVICE MANAGER

SUMMARY

The Service Manager directs and coordinates the activities of all technicians with the goal of providing excellent and timely service to our customers in an efficient and profitable manner. Also reviews invoices for accuracy.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Conducts 1 on 1 technician training in the field. Includes training new technicians and assisting existing technicians on service calls
- Attends factory training to stay current on new products and to fill the role of "Train the Trainer" for CSI
- Perform final steps of creating service repair quotes
- Perform follow-up visits for service calls and installs
- Interviews potential new candidates
- Whenever possible, join technicians on call backs and problematic calls
- Identify needed technician training and take steps to provide it
- Assists General Manager to oversee branch service technicians
- Schedules training and cross-training of technicians
- Assist General Manager and Service Coordinator to establish the technician's work schedules and set up daily schedule for all service technicians at branch location.
- Helps to ensure that the schedules are correctly implemented and that jobs are assigned effectively and completed properly
- Communicates with customers, dealers, and sales representatives as necessary to determine the service and scheduling needs of the customers
- Helps to prioritize new unscheduled service calls for branch's service technicians to best meet customer's needs while taking overtime, travel efficiency and technician's knowledge, skills, and abilities into consideration
- Continuously audits dispatches for accuracy of the technician's input and addresses mistakes and missing information when found
- Participates in manager on-call weekend/after-hours rotation (frequency varies with branch size)
- Follows safe work practices and accident prevention procedures. Ensures that staff members are trained and understand rules and procedures relating to health and safety
- Performs other duties as assigned
- Makes decisions that affect other people, the financial resources, and/or the image and reputation of the organization

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must have effective communication and interpersonal skills
- Ability to effectively work with all levels of internal and external contacts
- Able to deal with change, delay, or unexpected events
- Work well within an office and a warehouse environment
- Must have a valid driver's license and must be insurable by our auto insurance provider
- Must be able to pass a pre-employment drug screen and criminal background check
- Must have 2 years of education and/or experience in food service equipment repair or in a related area
- Experience in gas, electric, plumbing and/or steam repairs is preferred
- Must be highly safety conscious
- Must have excellent organizational skills and be able to perform duties and assignments with minimal supervision
- Must own industry's standard hand tools