
SERVICE MANAGER

REPORTS TO: Branch Manager

DEPARTMENT: Service

ESSENTIAL DUTIES & RESPONSIBILITIES: *Administrative Responsibilities*

- Assist Sales and Management in project equipment schematics and requirements for quotes/bids
 - Participate in Pre-Construction/Service meeting with sales and management
 - Responsible for the scheduling and manning of Service bid jobs
 - Responsible for the hiring of all service personnel
 - Responsible for maintaining a training log and folder for each employee
 - Responsible for Service Manager's certifications/re-certifications
 - Responsible for the certification of all service technicians
 - Responsible for all scheduling of re-certifications for technicians
 - Responsible for maintaining a skilled staff of service techs adequate for the demand at the branch and arrange all necessary training
 - Responsible for maintaining the service fleet vehicles
 - Maintain On-Call schedule for every month and send to after-hours answering service and management
 - Open service work orders per Customer requests
 - Responsible for developing and maintaining Service customer relationships
 - Responsible for developing and maintaining Sub-Contractor relationships for Service
 - Review all job progress billing for service jobs with management
 - Review all service techs time cards and approve for payroll
 - Assist in all close-out documents for equipment commissioning, warranty registration, calibration reports, and customer equipment list
 - Work with Vendors (Gilbarco, Verifone, etc.) with all technical support issues
 - Complete weekly Service Report for management and send in
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- Maintain all Vendor equipment/parts updates and notify service techs
- Responsible for conveying all Customer-specific procedures to service techs and ensure they are being followed

Field Responsibilities

- Responsible for all service technicians
- Responsible for maintaining the necessary company-provided tools and equipment for service technicians and service vehicles
- Conducts safety tailgate meeting at office and posts to "F" Drive
- Ensure all materials used on service call are accounted for on ticket
- Ensure all warranty parts are marked for Parts Dept.
- Update customers on service work - i.e. completed, parts needed, will need to return to complete work, etc.
- Maintain relations with customer's site representatives for continuance of service work
- Conduct service jobsite visits
- Assist service techs on service calls
- Assist service techs with equipment installations
- Run service calls when techs are out or overbooked
- Ensure service jobs are on schedule and communicate with customer and branch office
- Maintain daily service schedule and assign work orders to techs
- Set standards to be a good role model for all service techs and encourage and give moral support to techs when needed

EDUCATION/EXPERIENCE:

- 10 years Service background.
- Fuel System Installation experience is preferred but not necessary

SUPERVISORY RESPONSIBILITIES:

- Responsible for supervising entire department which will consist of multiple service technicians Working long hours when needed

PHYSICAL DEMANDS:

- Driving long distances
 - Available 24/7
 - Working long hours when needed
 - Travel out of town is required
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