



SERVICE MANAGER

Position Location: Various

Reports To: Regional General Manager or Regional Operations Manager

Primary Role

Provide service leadership to branch or regional service department and assist regional manager in shop upkeep, safety and maintenance, dispatching of service technicians and assigning field service work, closing work orders and ensure good working relationships are maintained with customers and co-workers.

Key Accountabilities

- Lead all field and shop technicians to meet customer needs and expectations.
- Ensure all service technicians are provided the necessary tools to complete assignments.
- Ensure all work orders are opened and closed timely and billed in timely manner.
- Assist technicians in the repair and service of machinery in a supporting role, when necessary.
- Maintain up to date knowledge of all safety training, product training, and department goals.
- Ensure all company safety requirements are adhered to by service technicians.
- Complete assigned work including assisting technicians to achieve productivity goals and maintaining financial responsibility for shop and fleet expenses for assigned branch.
- Lead technicians to complete all training as required.
- Ensure all administrative functions are completed in a timely manner.
- Maintain supervisory oversight of service shop and the facilities yard.
- Assist in other duties as may be assigned.

Key Competencies

- Aptitude for repairing, trouble shooting, and servicing equipment in shop environment.
- Accuracy in performing data entry into computer system.
- Ability to relate well with customers and co-workers
- Ability to communicate well with others.
- Proven ability to complete work with energy and enthusiasm.
- Customer orientation toward service and building relationships.
- Compatible to working branch hours and extended days as may be needed.
- Basic mechanical knowledge of tools and mechanical work for repairing equipment.

Requirements and Qualifications

- High School diploma and/or trade school completion in appropriate field.
- Knowledge of safe job practices & regulations related to OSHA, MSHA and ASC requirements
- Have knowledge of personal computers and related software including Outlook
- Physical demand - Must be able to stoop, bend, climb and crawl without restriction

Ascendum Job Family: CST

Ascendum Functional Area: CST Operations

Ascendum Job Level: Service Supervisor

Ascendum Job Level Code: 5