



JOB DESCRIPTION

Position: Service Manager

Reports to: President

Responsibilities: Supervise and coordinate the installation and service of company and client equipment both in the field and in workshops.

Duties:

- Coordinate project resources to ensure timely and cost effective installation, service and/or repairs.
- Responsible for planning and assigning work, and implementing procedures and policies.
- Suggest methods for improving equipment, processes, or operating conditions.
- Provide detailed scope of work and instructions to installation and service specialists, including any subcontractors.
- Provide structured on-site supervision to ensure quality and safety standards and customer expectations are met.
- Proactive evaluation of project status / potential problems and initiate timely corrective actions to ensure project success.
- Identify and manage change-orders for value-added work outside of original project scope, including appropriate negotiations for equitable contract adjustments.
- Responsible for the overall direction, coordination, and evaluation of Service employees.
- Responsible for interviewing, hiring and training employees.
- Responsible for departments P&L performance.
- Create the culture for installation and service specialists to be successful in installing, repairing and maintaining both company and client equipment worldwide.
- Supervise the allocation of resources for billable service and installation.
- Ensure technical assistance and information is provided to customers to prevent or resolve problems with product performance.

Requirements

- Minimum of 10 years of relevant experience
- Detail oriented, highly organized with excellent communication skills