

This job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. To perform this job successfully, the employee may be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws. Job requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

POSITION SUMMARY: The **Service Manager** directs and coordinates the activities of all technicians and service support personnel.

ESSENTIAL FUNCTIONS: *(Essential functions may include, but are not limited to, the functions listed below)*

1. Oversees training of technicians and cross-training of service support staff.
2. Participates in establishing technicians work schedules. Ensures that the schedules are correctly implemented and that jobs are assigned effectively and completed properly.
3. Directs and assists in the daily performance of customer service and technical support. Fields complaints and questions regarding customer service issues (re: billing and non-technical information).
4. Interacts with dispatch personnel and warranty administrators to resolve customer disputes.
5. Consults with the Parts Department and Warehouse personnel to verify availability of parts to ensure quality and timely service calls.
6. Verifies all billing is processed immediately and accurately. Understands and communicates credit/collections guidelines. Works with accounting department to resolve customer payment problems.
7. Conducts regular staff/safety meetings. Participates in weekly branch management meeting.
8. Follows safe work practices and accident prevention procedures. Ensures that staff members are trained and understand rules and procedures relating to health and safety.
9. Prepares annual department budget.
10. Reviews and approves employee time sheets each pay period prior to the payroll deadline.
11. Performs other duties as assigned by Manager.

RESPONSIBILITIES OF THE POSITION:

STAFF/PUBLIC CONTACT – Requires establishment and maintenance of effective working relationships with those contacted in the course of work. Requires coordinating or leading others in accomplishing work activities. Requires effective communication with customers, clients, and coworkers.

SUPERVISORY RESPONSIBILITIES – Direct supervision of branch technicians and service support department. Requires coordinating or leading others in work activities, work outcomes and results. Use sound communication and motivational techniques in supervising, counseling, and disciplining subordinates. Write and present performance evaluations.

SUPERVISION RECEIVED – Reports to the Branch Manager. Works independently in the absence of supervision.

DECISION-MAKING – Requires making decisions that affect other people, the financial resources, and/or the image and reputation of the organization. Requires extensive experience and judgment to plan and accomplish goals. A degree of creativity and latitude is expected.

ESSENTIAL JOB REQUIREMENTS:

EDUCATION / EXPERIENCE *(Related education and experience may be interchangeable on a year for year basis)* – Associate's degree from a two-year college or technical school, or equivalent; or three to five years in customer service management; or equivalent combination of education and experience.

REQUIRED KNOWLEDGE – Customer and Personal Service, Administration and Management, Engineering and Technology, Production and Processes, Safety and Security, Sales and Marketing, Computers, Mechanical. Must learn company service and dispatch computer programs.

REQUIRED SKILLS – Analytical, Customer Service, Communication, Documentation, Social, Complex Problem Solving, Technical, Systems, Resource Management, Desktop Computer.

PHYSICAL REQUIREMENTS – Normal office environment. Occasional light lifting of office equipment, materials and boxes; frequent walking and standing; requires dexterity in use of fingers for the operation of computers and other office equipment. Essential and marginal functions may require maintaining physical condition necessary for frequent standing, bending, walking, and stretching; moderate to heavy lifting and carrying (up to 50 pounds); and operation of motorized equipment and vehicles.