

SERVICE MANAGER JOB DESCRIPTION

JOB TITLE: Service Manager

General Summary:

As a Service Manager, your main focus is to direct, manage and dispatch the operational activities of a team of service technicians and third party vendors, maintain parts inventory, core returns, invoice customers, complete and submit accurate and timely reports, logs, receipts and vouchers relating to service activities and seek ways to improve service metrics. You will be required to address and resolve customer issues to achieve total customer satisfaction.

CORE FUNCTIONS:

- Meet and maintain field service performance benchmarks and SLA's, including maintaining parts cost and other related targets and goals.
- Manage all aspects of field operations; field technician/service call scheduling, parts ordering/receiving, invoicing, core returns, monthly meetings, spot checks, inventory, and meeting preparation and presentation.
- Communicate and interact with customers, field service, sales, management, and administration in a way that is courteous, positive and professional.
- Maintain adequate manpower to meet the demands of the business through proper forecasting, scheduling and training of available employees and third party assets.

DETAILS OF FUNCTION:

- Setting expectations within the team that ensure a high degree of accuracy and integrity in all areas of data collection including daily call data, serial record updates, billable revenue and billing meters.
- Offers constructive and direct feedback/coaching to the technicians as it relates to job responsibilities and performance expectations.
- Responsive to both internal and external customers. Returns phone calls and emails that are considered urgent. Tracks and follows-up to resolve all customer concerns.
- Responds to customer requests for service. Communicates with external customers within a minimum of one hour of receiving the call.
- Create and implement service department policies, procedures, checks and balances to improve service efficiency.
- Build and maintain relationships with customers, management, vendors and field technicians.
- Participates in trade shows and conventions as requested.

REPORTING:

- Reports directly to the President.

QUALIFICATIONS:

- A Bachelor's degree is preferred but will consider candidates with equivalent management experience. Experience in the office equipment field is not necessary.
- Must possess excellent verbal and written communication skills.
- Must have strong organizational and time management skills.
- Must be proficient in using Microsoft Office Suite applications, accounting software, Internet and other software.
- Must possess the ability to learn and understand laser printer and copier technology as it relates their function and repairs.
- Strong relationship management skills with customers and personnel within the organization.
- Demonstrated aptitude for problem-solving; ability to determine solutions for customers.
- Must be results-orientated and able to work both independently and within a team environment.
- Must have a clean background check, clean & valid driver's license.