



## **SERVICE MANAGER**

FLSA:	Salary Exempt – Executive	Shift:	Days
Location:	Green Bay, WI	Department:	Service
Reports to:	Customer Care Manager	Date:	May 1, 2018

### **Position Summary:**

Responsible for overseeing service functions within Service Center area. Plan and control the activities of the Service Centers to ensure excellent service is provided to our customers, customer relations are developed and enhanced to ensure transition from sales to service is smooth and issues are resolved effectively and timely as they arise, to develop employees, and to meet organizational and operational objectives.

### **Essential Functions:**

*The list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities, as management may deem necessary from time to time.*

- Provide technical support for our customers and Field Service Technicians. When needed travel to customer's location to help solve problems.
- Follow a training plan for new Technicians based on input received from Brabazon policies, Customer Care Manager and Technical Trainer.
- Conduct and provide employee training on new products, processes, policies and procedures. Work closely with our inside staff and outside vendors on solving service issues.
- Backup support to Branch Service Coordinator and other Branch Service Managers as needed.
- Perform onsite customer calls to all new customers, existing customers and cold calls with Salesmen as needed.
- Investigate and resolve any issues resulting from substandard performance. Report any issues to the Customer Care Manager.
- Assist HR and Customer Care Manager in interviewing and hiring of new employees.
- Must strive to meet all Service Manager goals/KPI's assigned by Company; provide goal setting, skill enhancement and performance reviews of team members.
- Provide and assist in customer quotes for service repairs, preventive maintenance, parts and installs.
- Manage oil sample reports and vibration reading for customers. Send findings to customers along with any action requests we suggest.
- Complete our company safety programs annually and make sure all branch employees are current on their training. Provide safety training as needed to Branch Service Technicians and Service Coordinator.
- Report all accidents, injuries and safety violations to HR and Customer Care Manager.
- Monitor daily time worked and approve weekly time cards of service team for your branch via Paylocity.
- Schedule and manage all service center time off requests via Paylocity in a manner that will not jeopardize Brabazon's ability to provide service coverage for our customers.
- Responsible for the supply and upkeep of all company issued tools, safety equipment, electronic devices and other branch equipment as needed. Send all repair or replacement requests to the Customer Care Manager for approval.
- Assist the Branch Service Coordinator in scheduling service, warranty, and preventive maintenance calls and monitor open orders to make sure work is being completed in a timely manner.
- Make sure our customers are receiving follow ups calls or emails on the status of their open service orders, notifying them of any changes or delays to their repairs.
- Conduct monthly staff meetings with branch service personal on topics such as team building, customer service, safety, quality control, paperwork, policies and procedures.



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- Perform ride-a-longs with Branch Service Technicians and periodic follow up visits to assure company policies, procedures and quality is being achieved.
- Supports and enforces all Company policies and procedures. Assist HR is disciplinary actions when policies are violated.
- Excellent attendance, punctuality and a positive attitude are essential to this position.
- All other duties as assigned.

### **Qualification Requirements:**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Bachelor’s Degree or Technical School Degree with a minimum of 3 years in customer service management of industrial technical products is required. Knowledge of pumps, compressors, dryers, and vacuum equipment is preferred, but not required.
- Knowledge of ERP systems, Microsoft Office Suite and Windows is a must; experience with Microsoft Dynamics CRM is strongly preferred.
- Must possess knowledge of manufacturers’ warranty policies and procedures.
- Ability to lead and motivate people to work together as a team to meet and/or exceed Company goals.
- Ability to identify customer’s needs, listen, analyze, and respond appropriately to customer’s problems; possess effective problem-solving skills and can lead customer and employee disputes to resolution.
- Demonstrate solid organizational skills with the ability to multi-task, be a self-starter and work unsupervised.
- Must be able to travel up to 50% of the time within the assigned territory; have a valid driver’s license and good driving record.
- Ability to effectively communicate, both in writing and verbally, with people of various educational and technical backgrounds, both inside and outside the company.

### **Physical Demands:**

- The employee must regularly lift and/or move up to 50 pounds, frequently lift and/or move up to 75 pound.
- Ability to work in an industrial setting that includes a variation in temperature with continuous walking, bending, reaching, climbing, and kneeling.
- Must wear and use proper PPE at all times.

### **Employee Review / Acknowledgment:**

I acknowledge that I have read the job description and I understand what would be expected of me. Brabazon reserves the right to change or reassign job duties or to combine positions at any time. I also understand that I am an At-will employee and the job description does not constitute a contract of employment.

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Employee Name – Please Print

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager’s Signature

\_\_\_\_\_  
Date