

Brabazon is looking for a full-time Service Manager.

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.

This job is for you if you:

- Want fulfilling work that allows you to achieve corporate objectives
- Have the ability to lead and motivate others
- Have high energy and are a strong team player
- Are self-motivated and responsive to customer needs
- Enjoy working in a fast-paced environment

Minimum Requirements:

- 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.
- Demonstrate solid organizational skills with the ability to multi-task, be a self-starter and work unsupervised.
- Must have a valid driver's license and good driving record.

Physical Requirements:

- 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.

You will be successful in this role if you:

- Provide excellent customer service and strong organizational skills.
- Ability to effectively communicate, both in writing and verbally, with people of various educational and technical backgrounds, both inside and outside the company.
- 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.
- Supports and assures company policies and procedures are enforced.

Your work in this role will include:

- 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.
- Work closely with our inside staff and outside vendors on solving service issues.
- Assist and Backup support to Branch Service Coordinator and other Branch Service Managers as needed.
- Investigate and resolve any issues resulting from substandard performance.
- 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.
- 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.
- Responsible for the supply and upkeep of all company issued tools, safety equipment, electronic devices and other branch equipment as needed.
- Make sure our customers are receiving follow up 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.
- 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.

At Brabazon, you are part of a family. Owned and operated by family since the beginning, we want to preserve that supportive family feel for everyone on the team. We value and care about our team members. We respect everyone's need for work-life balance, because we too have important personal and family responsibilities. We strive to be owners who are down-to-earth and approachable. We work right alongside our team members, doing our part like everyone else so that we as a team can meet the needs of all the customers who are depending on us.

We are proud of and passionate about:

- Being a team of experts in our industry who always put the customer first
- Having a growth mindset, continually innovating and utilizing up-to-date technology
- Ensuring a friendly, respectful and safe work environment that emphasizes team collaboration

Benefits you will receive include health, dental, vision, life and disability insurance, flexible spending account, PTO, holiday pay, and a 401(k) program with a 100% employer match on the first 3% and 50% on the next 2%.