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## ***JOB DESCRIPTION - SERVICE MANAGER***

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**DEPARTMENT:** Service

**JOB TITLE:** Service Manager

**REPORTS TO:** President

**PURPOSE:** The purpose of this job is to manage the operation of the service department, providing customers with quality/reliable repairs/maintenance in a safe and efficiently operated environment.

### **JOB DUTIES:**

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#### Personnel Duties:

- Assists in the hiring process; develops a motivational climate and supervises the activities of the service department.
- Coordinates customer service needs within the service department ensuring timely estimates, as well as prompt maintenance and repairs.
- Develops, implements, and maintains safety programs providing on going training to ensure all safety guidelines and procedures are followed.
- Instructs/provides formal and on-the-job training for service department employees.
- Trains/assists Warranty Coordinator following up on claims and reimbursements.
- Reviews performance of service personnel and if necessary make recommendations for improved work performance.

#### Management Duties:

- Establishes solid and reliable business relationships with customers fostering repeat business and added services.
- Analyzes operating costs/revenues for the service department, and forecasts future costs/revenues.
- Recommends, plans, and organizes strategies to meet the established goals of the department.
- Maintains current cost effective inventory and equipment, recommending needed purchases.
- Maintains/updates computer system with information required for effective department management.
- Stays abreast of industry developments as well as federal, state, and local regulations that affect the service department.
- Communicates with manufacturers regarding warranty issues, new equipment, questions/problems with equipment, etc.
- Communicates with vocational and technical schools to develop personnel recruitment opportunities.
- Participates in management training on an ongoing basis.

## **JOB REQUIREMENTS:**

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1. Knowledge of the industry including the following:
  - repair and maintenance methods
  - federal, state and local laws as they relate to the business
  - technology changes
  - terminology
2. Ability to hire, train, and effectively manage employees.
3. Ability to analyze, forecast, and plans department objectives.
4. Ability to operate standard office equipment (computer, fax machine, copier, typewriter, calculator, etc.)
5. Ability to effectively communicate orally and in writing within the department as well as other areas of the company, and customers as necessary.
6. Ability to interpret and work from oral and written instructions.
7. Ability to perform basic and complex mathematical calculations.
8. Ability to legibly document data for record keeping purposes.
9. Ability to prioritize and organize all service department needs.
10. Knowledge and ability to implement all safety procedures in accordance with established policies and procedures.
11. Ability to remain calm and professional during peak periods of activity.
12. Knowledge of organizational methods and the ability to manage multiple tasks simultaneously.
13. Ability to work daily and overtime as required.
14. Ability to assist in other work related areas as required.

**BASIC PHYSICAL REQUIREMENTS:**

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Approximate: 9-Hour Day (may be longer during peak season)

<b>Key:</b>	Occasional	=	0% to 33%	N/A = Not Applicable
	Frequent	=	34% to 66%	
	Continuous	=	67% to 100%	

Standing	Frequent
Sitting	Occasional
Walking	Frequent
Bending/Kneeling/Crouching/Stooping	Occasional
Reaching Above Shoulder	Occasional
Climbing (stairs, ladders, etc.)	Occasional

**Working on Heights:**

Unprotected Heights	Occasional
Protected Heights	Occasional

Lifting Weights from 0 to 100 Pounds	Occasional
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Push/Pull/Maneuver Equipment/Products/Materials Weighing from 0 to 100 Pounds	Occasional
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Being Around and/or Operating Moving Machinery/Equipment	Frequent
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Operating a Vehicle (as a part of your job)	Frequent
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Read/Monitor Gauges on Various Equipment/Machinery	Frequent
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**Hand Movements:**

Recording Data	Frequent
Operating Office Equipment	Frequent
Operating Computer	Frequent
Simple Grasping (right and left)	Frequent
Firm Grasping (right and left)	Occasional
Fine Manipulating (right and left)	Occasional

Foot Movements to Operate Foot Controls	Occasional
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<b>Vision:</b> Good Vision, Corrected to Normal; or Ability to Access Required Information and to Perform Job Duties	YES
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<b>Color Definition Required:</b>	YES
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<b>Hearing:</b> Good Hearing, Corrected to Normal; or Ability to Communicate/Understand Required Information and to Perform Job Duties	YES
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**Mobility:** Ability to be mobile throughout required work areas; please indicate frequency such as occasionally, frequently, or continuous.

Office	Continuous
Multiple Locations	N/A
Plant	N/A
Equipment/Maintenance or Repair Area	Continuous
Rough Terrain	N/A
Other Customer Site	Occasional

## **BASIC MENTAL REQUIREMENTS:**

This job requires the mental capabilities to coordinate the activities of the service department within established budgetary guidelines ensuring customer satisfaction. Additionally, prioritizing work, calculating abilities and logical thinking are necessary to accomplish job duties.

## **WORKING CONDITIONS AND EXPOSURES:**

Working conditions vary, a portion of the duties of this position are performed in a maintenance/repair working environment while other duties of this position are performed in a office type setting. Wide ranges of temperature variance, occasional need to drive vehicles. Minimal exposure to elements or chemicals

Working conditions include moving machinery/equipment, moving throughout the service area, exposure to noise, vibration, odors, paint fumes, and exhaust fumes from trucks.

## **TRAINING**

### Safety:

Right to Know  
Personal Protective Equipment  
Lock Out - Tag Out  
Emergency Procedures  
Hazardous Materials/Chemicals

### Other:

On the Job Training  
Employee Handbook

## **JOB QUALIFICATIONS:**

Education: High School Diploma, 2 year Technical School or some college, preferred

Experience: A minimum of three-(3) year's experience as a mechanic  
A minimum of five (5) years experience in maintenance management

"Note: This is not necessarily an exhaustive list of the job duties and requirements associated with this job, but is intended to represent an accurate reflection of the current job."

## ***JOB DESCRIPTION ACKNOWLEDGEMENT***

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Job Title: Service Manager

YES \_\_\_\_ NO \_\_\_\_ I have been provided a copy of the job description, or the job functions have been explained to me.

YES \_\_\_\_ NO \_\_\_\_ I understand the requirements of this job.

YES \_\_\_\_ NO \_\_\_\_ I understand that this job description is not necessarily an exhaustive list of the job duties and requirements associated with this job, but rather is intended to represent an accurate reflection of the current job. Furthermore, management reserves the right to add, delete, and/or modify any of the job duties or requirements at any time.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Applicant Signature