

Service Manager

Job Description

Job Purpose

The Service Manager will provide leadership and supervision to a team of Service Technicians. The Service Manager is people oriented with a strong sales competency geared toward building the Plumbing business. The Service Manager interacts with all Service Technicians to help implement the team's business responsibilities, training commitments and business activities as directed by the President's.

Duties and Responsibilities

Primary Responsibilities:

- Provides on-going supervision to the service technicians that are working within that specific business segment team.
- Interfaces with customers and technicians to ensure service technician performance meets customer requirements.
- Is the front-line management of meeting customer requirements.
- Manages all aspects of jobs while continuously keeping a pulse on what is happening with jobs.
- Coordinates the repair, maintenance, and replacement of material and tools for jobs the team is responsible for.
- Assists with providing customer estimates.
- Assists with truck and van equipment and stock.
- Performs periodic van audits to insure properly maintained.
- Maintains on call schedule and coordinates all after hour emergency situations.
- Conducts weekly service technician meetings to provide feedback including areas where productivity needs improvement and also provides recognition for outstanding performance.
- Establishes and maintains a leadership position within the plumbing industry
- Ensures that the team is operating within the guidelines of the company and the business unit while conforming to state and local codes.

Qualifications, Education and Experience

Necessary and desirable qualifications include, but are not limited to, the following:

- Stable work history showing responsibility and professional growth.
- Excellent skills in both verbal and written communication
- Ability to work within a team
- Established qualifications and experience within the industry trade.
- Has broad knowledge of service processes, techniques and codes.
- Leadership skills a must.
- Professional certifications – State License nice to have
- Education (degree(s) required)
- High School Diploma or equivalent
- Professional License/Specialized training
- Experience Required:
- 5-10 years of progressively increased responsibilities and diverse experience in plumbing service work.
- 5 + years of prior management experience (coaching, training, employee issues, reviews, hiring, firing)

Working Conditions

Required to work 40 hours a week Monday through Friday, first shift work, must be available outside of normal business hours as needed. Interaction with service department, delivery, billing and purchasing weekly/daily. You will be working in indoor and outdoor elements with extreme variation in temperatures and weather conditions (heat, cold, rain, snow).

Physical Requirements

This position may also require the ability to be climbing ladders and steep stairs, crawling, standing, stooping, bending, crouching, kneeling, sitting, reaching, and ability to lift heavy objects in excess of 50 pounds and pushing and pulling of objects. Other requirements may include wearing eye protection/safety goggles, hard hat, steel toe boots, gloves and high visibility vest.

Reasonable accommodations can be made to employees with qualified disabilities who can perform the essential functions of the job, so long as there is no undue hardship created upon the organization or other employees within the organization.

Job Type: Full-time