

**Job Title:** Service Manager

**Department:** Service

**Reports to:** President

**Status:** Exempt

**Job Summary:**

This position encompasses a range of general responsibilities and functions across the entire business operation, mainly due to the nature of a new start up business. The main focuses are, but not limited to, Service and Sales support. It is expected that the job responsibilities will evolve, change, and expand as the business grows.

**Service**

- ◆ Manage Service department including all personnel, processes, productivity, responsiveness, documentation, and efficiency
- ◆ Develop and maintain product service network to support the sale of products, this includes, but not limited to, product training, technical support, service dispatching, parts stocking recommendations, and rate negotiation
- ◆ Develop training material, service manuals, video training, service bulletins, and training props for both internal and external training purposes
- ◆ Manage the replacement parts function, include managing parts inventory, lead time, sourcing, coordination, production, and shipment
- ◆ Develop and maintain part catalog with engineering, service kits, suggested stock, packaging, part pricing, and discounts.
- ◆ Review and approve service and parts invoices to ensure accuracy and consistency
- ◆ Manage Service department and overall company service related budgets and expenses, including annual planning, forecasting, tracking, and approvals
- ◆ Audit service providers, while in their market, to assure adequate stock of functional parts are on hand to properly service customers in and out of warranty
- ◆ Product review of all new products. Recommend enhancements to all products for ease of repair, reducing failures, and product improvements, while verifying serviceability
- ◆ Support sales as needed. This could include site visits, installation supervision, trade show participation, and attending sales functions as needed
- ◆ Manage escalated service / repair calls, if needed
- ◆ Work closely with Engineering, Manufacturing, Sales, and Purchasing teams to handle field repairs, retrofit, or recall type of services, if necessary, by coordinating with customers to identify product locations and coordinating repairs or replacement as needed.
- ◆ Develop tracking system to monitor service calls and data, track by month part failures, causes, and recommend possible design improvements to reduce warranty expense
- ◆ Develop strong working relationships with engineering, manufacturing, sales, marketing, purchasing, and finance teams in order to help relay the voice of the customer in a positive and productive way
- ◆ Recruit, develop, train, and manage personnel within the Service department
- ◆ Attend CEFESA and other similar service orientated events, develop and maintain strong

relationships with service network.

**Qualifications:**

- ◆ Minimum of 4 years of appliance industry experience required (residential or commercial). Manufacturer side preferred
- ◆ Minimum of 4 years of experience in commercial/residential appliance repair, either as a technician, trainer, or technical advisor
- ◆ Minimum of 2 years of management experience required.
- ◆ Minimum of 2 years of new product development experience (NPI, NPD) preferred.
- ◆ Minimum of 4 years of customer service experience preferred
- ◆ Proficiency in standard office software: MS Word, MS Excel, and MS Power Point
- ◆ New business start up experience preferred
- ◆ Excellent verbal and written communication skills. Excellent people skills.
- ◆ Strong sense of urgency
- ◆ 2-year associate degree in a related field preferred. 4-year bachelor degree in a related field a plus.
- ◆ MBA degree or other business related degree a plus.

