

## **JOB DESCRIPTION**

**Position Title:** Service Manager

**Revision Date:** May 14, 2018

**Reports To:** Branch Manager

**Division:** [Click here to enter business unit/department.](#)

**Location:** Surrey B.C.

### **Job Summary**

The Service Manager's primary responsibility is to maintain and improve the financial and operational performance of Service projects and contracts. In addition, this role will implement and enforce business and operational procedures to provide quality, cost effective responsive customer service.

### **Key Responsibilities**

- Empowering Service staff into a cohesive and effective team trained and motivated to grow the service business.
- Developing excellent working relationships with customers and ensuring effective customer communication from initial contact through up and until service or repair.
- Support sales initiatives and participate in reviewing and approving sales proposals.
- Maintain contract service base by developing excellent working relationships with customers and ensuring effective customer communication from initial contact through to work performance, follow up and payment.
- Planning, developing, implementing, and managing Service budgets and implementing and developing strategies to meet and exceed YTD performance goals and objectives as outlined.
- Hiring quality individuals who possess the necessary skills, knowledge and experience required complete their tasks successfully.
- Scheduling and managing the technical and financial aspects of individual Service projects by communicating with Service personnel and customers.
- Continuously monitoring the status of Service work to ensure scope and cost budgets of individual service contracts and projects are met.
- Ensuring that any customer satisfaction issues are identified and resolved immediately.
- Providing financial and operational reports, forecasts and other documentation when required.
- Adhere to all company policies and procedures.
- Perform all job functions in a safe and healthful manner, abiding by and in accordance with all applicable Health, Safety and Environmental company policies and government legislation/regulations.
- Adhere to the Company's Quality System operating procedures.
- Perform other duties as assigned by Management.

