

Service Manager Job Description

Our company is growing rapidly and is looking for a service manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for service manager

- Insures that standard response times committed to by the Service Coordinator are met
- Recruits, hires, trains, and develops all service staff
- Works with Service Parts and Service Coordinator so that all required paperwork is submitted and complete
- Monitors the process of defective modules, assemblies or parts returned to the local office or manufacturer's are handled properly
- Assists other Administrative staff on maintaining optimal branch inventory levels
- Assists the Sales Department in pre and post equipment sales activities
- May assist in or carry out the function of Service Coordinator, Parts Coordinator and Service Technician as required
- Performs other Service Manager duties as assigned
- Ensures that standard response times committed to by the Service Coordinator are met
- Responsible for handling all customer inquiries and communications

Qualifications for service manager

- 5-10 years of direct experience as a service technician within carpentry, general contracting, electricity, HVAC, or electronics related field
- Local travel is required for the role
- Field repair in a dental/medical environment highly desired
- Understand the financial drivers of the service department
- Responsible for managing the workflow within the service department
- Development and delivery of SLAs with supported customers

Itil Service Manager Job Description

Brendan G. Carr



Itil Service Manager Job Description:

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