JOB DESCRIPTION

| **Title** | SERVICE MANAGER | | |
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| **Reports To** | [Insert Title] | | |

**Job Purpose**

The Service Manager ensures an organized and productive operation, creating an efficient environment which will retain existing clients and attract new ones. This will be done through a motivated team that is regularly coached and mentored to deliver great customer experiences, and creating and monitoring processes on an ongoing basis to ensure efficiency and productivity throughout.

The Service Manager must operate efficiently on a daily basis, plan on a short-term basis the actions which will support our critical business objectives, and strategize with the Management Team on the longer term growth goals and potential of the business.

**Responsibilities**

Overall Responsibilities include:

* Hands on customer service.
* Establishes and maintains good working relationships with internal and external customers to encourage repeat and referral business.
* Ensures that customer complaints are handled tactfully, promptly, and with genuine concern immediately.
* Ensures that the customer area and shop are kept clean.
* Maintains a professional appearance at all times.
* Delegates and directs service tasks, as well as monitoring the development of current projects and managing service team members to ensure that the team's objectives and sales targets are fulfilled.
* Assists with administrative activities, such as maintaining and updating invoices, processing new orders, and keeping inventory records.
* Repairs and improves the service desk in order to maximize client satisfaction and productivity.
* Monitors departmental problems and customer complaints in order to devise strategies for reducing recurrence.
* Audits work and customer service to verify [Organization Name]’ high standards, efficiency, and productivity goals are met.
* Retains close ties with suppliers, distributors, and other sales representatives.
* Helps to teach new staff on company practices.
* Participates in performance management duties including orientation, coaching, discipline, and off-boarding as needed.
* Follows and enforces all safety rules and guidelines.
* Keeps up-to-date on industry standards, new technologies, materials, tools, and processes, as well as industry regulations, restrictions, and laws, and ensures that the company complies with them.
* Other tasks as assigned.

**Core Competencies**

* Ability to communicate effectively both orally and in writing.
* Excellent customer service and conflict resolution skills and the ability to maintain a high standard of customer satisfaction.
* Ability to listen carefully and to give precise instructions.
* Strong organizational skills.
* Ability to work in a team environment, providing assistance and support to co-workers and team members so that common goals are achieved.
* Highly approachable, customer-oriented individual who thrives on offering exceptional service to customers.

**Qualifications**

* High School diploma or a general education degree required.
* Post-secondary education in a related field is an asset.
* Previous service experience is an asset.
* Previous experience in a leadership role preferred.
* X year’s experience as a service advisor is preferred.
* Minimum X year’s experience in customer service preferred.
* Must possess a valid driver's license.
* [Insert any Others]

**Working Conditions**

* Flexibility to work at all locations
* Working days are from Monday to Friday
* Holidays as applicable
* Work requires X hours shift; paid overtime may be required