



## **Job Description**

<b>Job Title:</b>	Service Manager	<b>Reports to:</b>	Division Manager
<b>Location:</b>	Turner, Maine	<b>Position Classification:</b>	Exempt, Full-Time

## **Position Summary**

The Service Manager is responsible for the overall financial and operational performance of the service and operations departments by assuring a high level of customer satisfaction, meeting or exceeding department financial and growth objectives while retaining a skilled, motivated and productive workforce. Specifically, the Service Manager oversees the day to day dispatching, inventory, billing, safety, sales and performance of the service and equipment sales team, with a particular focus on propane account growth.

## **Position Responsibilities**

- Consistently demonstrates actions in alignment with Sail's Core Values.
- Represents the company professionally and respectfully in all interactions with employees, customers and with the general public.
- Sees the overall satisfaction levels as measured on a consistent basis as "meeting or exceeding" customer expectations.
- Suggests and deploys processes to increase customer satisfaction, efficiency, safety, value and/or lower costs.
- Establishes a competitive and financially responsible margin on parts and equipment.
- Supervises the efficient and timely dispatching of technicians to meet or exceed established company productivity metrics, safety values and customer service levels.
- Aggressively works to improve the overall percentage of customers who actively use the Division's service department.
- Responsible for recruiting, hiring, training and overall performance of employees as well as the ongoing development of core team players within the department.
- Responsible for implementing training and development of new and current service department employees with particular emphasis on safe work practice.
- Evaluates, coaches and communicates regularly with service department employees.
- Resolves customer concerns or complaints in a timely, professional and helpful manner.
- Responsible for all aspects of safety for the service department including appropriate personal protective equipment, proper lifting of heavy parts and equipment, hazardous materials handling and general safety awareness and plays a key supportive role in improving the overall safety performance of the team.

- Implements and maintains daily operating procedures to ensure employees of the service department understand the correct procedures to perform their daily responsibilities at or above expectations.
- Schedules and facilitates regular service department and safety meetings.
- Understands, follows and advocates company policies and local, state and federal rules, regulations, and codes pertaining to the safe installation and service of oil and propane equipment while creating relationships with state and local authorities.
- Ensures the safe use of company vehicles and equipment.
- Reviews driving records for accuracy and compliance.
- Conducts regular work inspections and provides dispatch technical guidance as needed.
- Coordinates the maintenance of service department vehicles.
- Analyzes service department productivity reports to improve efficiency and maximize technician's billable hours.
- Controls the parts and equipment inventory for the department to maintain an appropriate level of inventory and develops and institutes processes for maintaining accurate inventory records.
- Develops an annual budget and departmental goals in conjunction with Division Manager.
- Creates and supplies information for determining performance of Key Performance Indicators ("KPI").
- Responsible for proactive maintenance of company facilities and bulk storage locations.
- Involved in special projects from time to time, depending on business need.
- Responsible for any other tasks and duties as assigned, which may or may not relate to the normal scope of this position.

### **Required Knowledge, Skills and Abilities**

- Minimum of five (5) years of experience managing the operations of a service or related department.
- Associates Degree or equivalent (college level coursework preferred).
- Results and value-focused leader, with a high degree of comfort working independently maintaining priorities and making decisions.
- Strong sense of professionalism and ability to maintain discretion.
- Demonstrated ability to work as part of a team with a proven track record of success.
- Well-developed verbal and written communication skills.
- Proficient user of Microsoft Office (prior experience with customized internal computer programs preferred).
- Must have a valid driver's license and a clean driving record.
- Must be able to pass a pre-employment physical (conducted at our occupational health provider's location).
- Must meet employment eligibility standards set for criminal and other background checks.

**Physical Demands and Work Environment**

While performing the duties and responsibilities of this position, the employee may be required to:

	<b>Never</b>	<b>Occasionally</b>	<b>Often</b>	<b>Always</b>
<b>Talk/Hear</b>			X	
<b>Vision – Close/Far</b>			X	
<b>Stand/Walk/Sit</b>			X	
<b>Push/Pull/Lift &gt; 25lbs</b>		X		
<b>Climb/Balance</b>		X		
<b>Stoop/Kneel/Crouch/Crawl</b>			X	
<b>Reach</b>			X	
<b>Feel/Use hands and fingers</b>			X	

The employee will primarily work in an office environment but will occasionally be conducting field work. The noise level in the work environment is usually quiet to moderate.

Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions.

**Acknowledgement of Receipt and Understanding**

Employee Name: \_\_\_\_\_  
(print) (sign)

Date: \_\_\_/\_\_\_/\_\_\_