



Service Manager

Salary Grade: Exempt
Reports to: Operations Manager

JOB DESCRIPTION

Summary/Objective

The primary function of a service manager is to assist clients with initial calls and walk in service/scheduled appointments, call manufacturers for parts and research replacement parts for old windows and repair/install any parts for windows and/or doors. The service manager will also identify and communicate any issues with framing, parts, window, or door quality that would affect repairs/installation and or performance of the windows or doors and report any defective items to the appropriate people.

Essential Function

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Excellent customer service skills.
- Review plans and work orders for proper placement of windows.
- Maintain a professional positive attitude.
- Willing to go through certification training when necessary.
- Understanding of all jobsite rules.
- Enacts contingency plans as needed; escalates and directs activities during systems problems, disasters, etc.; identifies potential problems, troubleshoots, escalates issues to leadership team, and participates in post-mortem analysis of problems providing input for future process improvements.
- Approves schedules and works with team to communicate and fill schedules and handle exceptions.
- Reviews ongoing performance results to targets. Takes corrective measures with authorization, escalate as needed.
- Participates in daily, weekly, monthly and annual planning process as appropriate.

- Performs all duties and responsibilities in a timely and effective manner in accordance with established company policies to achieve the overall objectives of this position.
- Maintains a favorable working relationship with all other company employees to foster and promote a cooperative and harmonious working climate which will be conducive to maximum employee morale, productivity, and efficiency/effectiveness.
- Projects a favorable image of the companies to promote its aims and objectives and foster and enhance public recognition and acceptance of all of its areas of endeavor.
- Keeps immediate superior promptly and fully informed of all problems or unusual matters of significance and takes prompt corrective action where necessary or suggests alternative courses of action which may be taken.
- Performs all necessary supervisory functions to effectively and efficiently manage the personnel assigned.
- Maintains a qualified staff.
- Communicates areas of accountability and performance expected of personnel assigned
- Determines standards of performance as a basis to review progress of personnel assigned.
- Recommends salary adjustments, transfers, promotions and dismissals.
- Ensures proper training of personnel assigned.
- Fosters a cooperative and harmonious working climate conducive to maximize employee morale and productivity.
- Develops individuals for future advancement.
- Performs other duties and responsibilities as required or requested.
- Responsible for growing profits of Service Department.

Competencies

- Attention to detail & excellent work ethic
- Critical thinking skills
- Initiative
- Thoroughness
- Flexibility
- Clear communication with customers
- Understanding of manufacturing process
- Strong business acumen
- Excellent & effective communication skills

Supervisory Responsibility

This position supervises two Service Technicians and the Service Coordinator. Responsibilities include interviewing, hiring and training employees; planning,

assigning and directing work; appraising performance; rewarding and disciplining employees; and addressing complaints and resolving problems.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle, or feel; and reach with hands and arms. This is a largely a sedentary role; however, jobsite visits and helping with the labor on service appointments is required.

Position Type/Expected Hours of Work

This is a full-time position and hours of work and days are Monday through Friday 8:00am to 5:00pm. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily locally during the business day, although some out of the area travel and overnight may be expected.

Required Education and Experience

- Experience in a service and sales environment.
- Experience supervising, coaching and developing staff.
- Strong computer skills
- High School diploma or equivalent

Preferred Education & Experience

- 5-7 years previous operations or business management experience, including forecasting, scheduling and real-time service management.
- Working knowledge of windows and construction.

Additional Eligibility Qualifications

Relevant training certifications in industry topics helpful.

Work Authorization

EEO Statement

Weather-Tek is committed to Equal Employment Opportunity.

We seek and employ the best qualified personnel. We provide equal employment opportunity to applicants and employees. We do not discriminate against or give preference to any person because of race, color, religion, age, gender, pregnancy or childbirth, ancestry, disability, marital status, genetic information, national origin, sexual orientation, military service, arrest or conviction record, use of lawful products off Weather-Tek premises, or any other unlawful discriminatory basis, to the extent prohibited by state or federal law.

This policy extends to all employment-related decisions including, but not limited to: recruiting, hiring, compensation, benefits, leaves of absence, promotions, training opportunities, transfers, layoffs, discipline, and terminations.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management:

Manager _____

HR _____

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____