

## Job Description Service Manager

All Company staff are assessed on their demonstration of the five core company values, these must be displayed at all times:

- **Progressive**
- **Communicative**
- **Proud**
- **Accountable**
- **Dependable**

### Specific Attributes:

*Each job role requires specific attributes. These are characteristics and describe the **type** of person required to fulfil the Service Managers role. You will need to **demonstrate** all of these attributes.*

- |                                      |                          |
|--------------------------------------|--------------------------|
| • Fair                               | • Confident              |
| • Approachable                       | • Takes the initiative   |
| • Responsible                        | • Driven                 |
| • Customer and business focused      | • Attention to detail    |
| • Tenacious                          | • Calm                   |
| • Positive personality & disposition | • Lateral thinker        |
| • Friendly                           | • Neat & Tidy Appearance |
| • Organised                          |                          |

### Skills:

*Each job role requires specific skills. These are defined as the **abilities** and the **expertise** required fulfilling your role. You will need to demonstrate these skills throughout your job role.*

- |  |   |
|--|---|
| • Planning and execution                           | • Excellent management abilities                        |
| • Communicative (written and verbal)               | • Commercially aware                                    |
| • Excellent Customer Service Skills                | • Ability to fully manage and motivate your team        |
| • Sound knowledge of technology                    | • Time management                                       |
| • Knowledge of current legislation                 | • Attention to detail                                   |
| • Decision making                                  | • Problem solving                                       |
| • Experience of working in the service environment | • IT literate and administratively competent            |
| • Lead by Example                                  | • Fire Alarm/Emergency Lighting Installation Experience |
| • Sales knowledge and ability to promote           | • Exceptional People management skills                  |
| • Financially aware                                |   |

## **SERVICE MANAGER, JOB MISSION, RESPONSIBILITIES AND DUTIES**

### **Mission**

The Service Manager must fully manage and lead several service based teams, encompassing a range of Technicians and Engineering staff by setting a quality and faultless example at all times and being a strong leader. To advocate our vision and values and to be fully responsible for the quality of service to the customer and staff whilst ensuring financial growth to the service. To build relationships with all customers, office staff, sales team, technicians, managers and directors. To make sure the service your staff provide is contributing by meeting defined and set targets, working as efficiently as possible. The Service Manager will need to be able to fully manage staff and be able to introduce relevant new policies and procedures as appropriate to further advance our service to our customers and increase profitability.

### **. . Responsibilities & Duties:**

- To be fully responsible for the managing and growth of the planned preventative maintenance part of the company by using your proven commercial awareness
- To be able to assist or show knowledge of fire alarm fault finding from a distance where appropriate
- To ensure full management of all your staff working for you through the use of collaboration and leadership of your Team Managers.
- To set and ensure all targets are met for your area
- To have strong links with your all departments to ensure your target customer is being approached and to provide information to enable connections to local businesses
- To support any business change for the benefit of the Company
- To be flexible with the working patterns as and when required
- Have the ability to work autonomously at a Senior Manager level based on your experience
- To ensure all work to be carried out to the current standards
- Work with larger customers to ensure their needs are met
- Liaise with current customers to ensure quality of service and add an element of promotion and brand awareness
- To undertake any training provided by the company
- To resolve customer escalated queries
- To improve practices where appropriate to the benefit of the Company

**Key Performance Indicators:**

- Targets being achieved in the servicing area
- Reduction in staff turnover & positive staff feedback
- Reduction in customer cancellations
- To help produce new policies and procedures surrounding the servicing of our clients
- To ensure that your team complete all monthly service work in the current month
- To ensure they complete all call outs in the agreed timescale
- To ensure you and your team deal with customer generated queries efficiently
- To make sure your team return paperwork to agreed service standards
- To contribute to your monthly Manager Meetings with your Operations Director who will be your line manager.

During your employment you must adhere to all Health and Safety guidelines at all times which are stipulated in the Company Handbook.

This is not a comprehensive list of tasks and you may be required to undertake other tasks deemed “suitable” by your Director, these tasks will not be incompatible with your job description or contractual requirements and will be implemented after formal discussions.