



Service Manager

Job Scope

As a Service Manager, you will have a key role in ensuring the service team consistently provides the most competitive level of customer service while achieving a high-quality standard to meet or exceed customer expectations. You will provide directions for the department through informed decisions and setting and communicating service goals. The ideal candidate will strive to achieve Facility Solutions Group quality standards and benchmarks while enforcing all safety practices.

Responsibilities

- Oversee direction and compliance of employees with established company policies and standards.
Provide overall fiscal responsibility for the Service Department
Provide financial and budget activities to Branch Management.
Determine and communicate employee goals and objectives
Understand service team position requirements and routines.
Assess and resolve potential issues affecting service departments' service, efficiency, and productivity.
Assist purchasing officer in procuring and developing vendor support.
Provide administrative direction and responsibility for the service department and assigned employees.
Regular evaluations of all supervised employees, compensation recommendations, and disciplinary measures.

Requirements

- Minimum High School Diploma or General Education Degree; some college or degree in a related field preferred or 2-3 years of experience
Valid driver's license
Must be able to pass a drug and background screen
Ability to multitask while staying organized
Strong verbal and written communication skills
Positive customer service skills
Experience in lighting and electrical is a plus!

As an EEO/Affirmative Action Employer all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status.