



Job Description

<u>Job Title:</u>	Branch Service Manager
<u>Department:</u>	Service
<u>Reports to:</u>	Wilmington Sales Manager
<u>FLSA Status:</u>	Exempt: Monday – Friday (45 hours per week)

Summary:

The Regional Service Manager shall manage the service department and be responsible for the performance and productivity of the personnel assigned. Primary duties will include but not be limited to the following:

Service Essential Duties and Responsibilities:

- Hire and terminate service personnel as needed in order to maintain the highest standards of customer service.
- Perform ongoing field audits (2-4 per Tech) each month.
- Conduct monthly service meetings and weekly delivery meetings with Reps and Branch Administrator for setups and deliveries
- Plans and directs technical operations to ensure efficient operations and to obtain maximum service and branch net income.
- Assists sales by providing technical support necessary to hold sales demonstrations.
- Oversee Networking for the Wilmington Branch Territory.
- Perform quarterly and yearly performance reviews for each assigned employee, forwarding that review and recommendations to the Branch Sales Manager for pay increase consideration.
- Provide daily direction and assistance to help technicians accomplish their assigned tasks. This will include monitoring technicians throughout the day by utilizing the E-Automate system, Verizon Cell Phones and GPS.
- Schedule required training for the service staff with the goal to develop their job knowledge, individual performance and service to Systel customers.
- Service Manager must maintain up to date service training on all core product models.
- Strive to maintain all benchmarks for BEI and/or Pro's Elite service metrics.
- Work closely with the Sales Manager and Branch Administrator in all matters pertaining to equipment inventory, parts and supplies transfer in and out of the branch. Oversee the processing of all warranty return authorizations for parts and equipment.
- The Service Manager will handle incoming customer calls about service issues and provide a solution to or consult with the Branch Sales Manager, if necessary, to resolve complaints in a timely manner.
- Supervises and evaluates the activities of service technicians, delivery drivers, and shop personnel.
- Ensures the timely and accurate preparation of reports.
- Performs periodic inspections of vehicle parts stock and tool bag.
- Keeps informed of new products and other technical developments.
- Coordinates service activities with dispatch, field personnel, management, sales personnel and customers.