



## Job Description

### Aftermarket Service Manager

---

The *Aftermarket Service Manager* is a leadership position responsible for Service department's financial performance; departmental operations; warranty administration and execution.

The position reports to the Aftermarket Operations Manager and regularly interacts with customers both internal and external.

### Responsibilities

---

Responsibilities require a specific focus on proven process and procedure in order to:

- Improve the department's financial performance through increased productivity, and inventory and equipment management
- Help develop, implement and maintain consistent department productivity processes and procedures that drive revenue growth, increase gross margin and decrease expenses
- Assist with business plan and annual budget development
- Manage and maintain mobile fleet and equipment
- Recruit, train and manage service personnel
- Assign work, schedule and supervise assistant service supervisor, technicians, service coordinators
- Assess subordinate capabilities and assist in development of training programs as appropriate
- Perform semi-annual performance evaluation, and annual performance and compensation reviews
- Establish and maintain high departmental morale
- Promote and lead the branch safety program, including participation on branch risk performance committee
- Organize and optimize preventive maintenance (PM) and quoted service
- Working with the service coordinators, increase efficiency of PM schedules by analyzing geography, multi-work order trips, priority, technician skills, equipment and parts requirements and other resources
- Open, issue, track and close service work orders
- Conduct warranty actions and filings to internal Warranty Administrator
- Manage field service reports (FSRs) and their appropriate follow-up
- Supervise proper usage, flow and disposition of FSRs
- Review FSRs for proper completion of customer service and equipment data, performed work, follow-up requirements, warranty applicability, parts and material usage documentation, time and mileage information, and customer signature and closure
- Direct FSR disposition and filing
- Direct all billing instruction submission and job completion action
- Other duties as assigned

## **Education and experience**

Associate degree (or equivalent professional experience) required; bachelor's degree preferred

## **Skills and abilities**

- Must be able to lead and mentor people
- Must be well organized
- Ability to manage complex spreadsheets
- Effective, professional communication written and verbal communication skills
- Ability to manage multiple tasks concurrently
- Capacity for quick learning and ability to teach others complex data, process and control tasks
- Ability to project and position complexities, including experience in managing direct reports and associated staff members
- Experience with MS Office applications required
- Experience with Crystal Reports and Great Plains Dynamics applications is preferred
- Clean driving record

## **Overview**

Founded in 1914, Nixon Power Systems is the Southeast's largest full-service organization dedicated exclusively to the sale, rental, distribution, service, and technical support of stand-by and prime power generation equipment, parts, and accessories. The Company is headquartered in Brentwood, TN (suburb of Nashville) with six branch locations throughout the Southeast and Mid-Atlantic. Privately held, Nixon is consistently profitable.

Nixon is the largest Kohler Power Systems distributor of Stand-by Power equipment in the country. The Company's Kohler sales territory covers all or part of seven states in the Southeast and serves national and regional companies with a large number of retail, distribution, and commercial facilities. Nixon's long-term dedication to superior service and solutions to customer's comprehensive power needs is evidenced by their historic growth rate and repeated selection as Kohler's "Distributor of the Year" award. The Company is also a large distributor of GE-Jenbacher prime and renewable power equipment, encompassing 13 states throughout the Mid-Atlantic and Southeastern US.

With over 210 employees; five (5) regional Sales and Service Centers throughout the Southeast United States; a 13-state commercial footprint; and a commitment to total Quality as measured by the international standards required of TL9000 Certification, Nixon Power Services is an industry leader dedicated to being an unmatched employer.

To learn more about Nixon Power, visit us at [www.nixonpower.com](http://www.nixonpower.com).