

Attention National Guard Members, Veterans and Transitioning Military:

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<http://mscn.org/JobSeekers/index.html> > Click on "Search Openings". Enter the Req # listed below in the "Auto req ID" field to search for this position.

Search for Req #: 162746BR - Construction Equipment Parts & Service Manager - Turbotville PA

Search for Req #: 162747BR - Construction Equipment Parts & Service Manager - Clearfield PA

This position is open until filled.

JOB DESCRIPTION:

In accordance with management directives this position directs the activities of the branch Construction Equipment Service Department, in the performance of CE shop and field repairs to ensure that the Company provides the customer with the most efficient and cost effective product line support possible.

This position mandates that the employee be able to perform all of the following functions:

- Supervise and develop the operation and personnel of the CE and Parts Departments
- Receive and respond to customer requests or inquiries on product repairs
- Assist in determination of needed repairs and the timing of repairs
- Research information from literature and computer based sources
- Assign and schedule equipment and personnel to field or shop repairs
- Review internal and external matters involving operations and expenses
- Have responsibility for the branch facility... other functions as assigned by necessity

This position may perform any combination of the following duties:

- Assess employee performance and provide guidance or recommend training needed to reach and maintain acceptable performance level
- Foster good employee/management relations
- Decide upon and administer employee discipline as required
- Receive calls from customers on a daily basis concerning the price and schedule for product repair or service, technical information, recognition of warranty contracts, equipment transportation needs, and other issues
- Discuss complex repair diagnoses or procedures with Technical Communicators or other personnel within the Company or with the manufacturer
- Address equipment down time concerns through scheduling repairs at times most convenient to the customer and the repair shop
- Utilize mainframe, and personal computers as well as literature sources such as pricing manuals, service manuals, parts books, service warranty guides, etc, to find information on invoices, work orders, parts availability, repair procedures, flat rate pricing, product repair history, components under warranty coverage, and other similar information
- Devise work schedules for repairs to be performed in the field and the repair shop which utilize available technicians and service vehicles in the most cost efficient manner while taking into consideration parts availability and delivery schedules
- Examine work orders, requisitions, service reports, claim forms, bills of lading, etc, for accuracy and by request of other departments, personnel or the customer; draft budget recommendations
- Perform other work related duties as assigned

SUPERVISORY RESPONSIBILITIES:

This position will supervise other associates.

EDUCATION and/or EXPERIENCE

- Comprehensive knowledge of construction equipment and their application
- Thorough understanding of Company practices and policies in relation to the direction of the work force
- Effective verbal and written communication skills
- Ability to meet deadlines and handle multiple tasks
- Ability to learn new systems and processes
- Solid computer skills with a working knowledge of Microsoft Office products
- Ability to read, understand, interpret and convey technical information
- Strong customer service orientation