

# KONECRANES®

## Lifting Businesses™

### Service Manager

- Maintain the service and inspection schedule for all sold work.
- Engage in various sales activities to sell service including planned repairs, components, modernization and new equipment to existing customers and develop new accounts in order to meet minimum established sales quotas.
- Plan/assign/manage field labor hours to maximize profitability and productivity (direct labor average) at or above budgeted minimums without compromising safety or quality. Maintain open orders on the dispatch board.
- Assist technicians with identification of required repair parts. Procure required materials, parts, equipment and subcontract labor for work assignments. Process related paperwork upon completion of work assignments and within the accounting month that the work was performed. Process purchase orders through the system using established guidelines.
- Review performance of service jobs to ensure quotations accurately project labor hours, travel costs, rental costs, procured items, etc. Analyze and report to management any significant deviations from original job plans or scope of work changes.
- Provide supervisory support to technicians. Provide information and assistance on any disciplinary issues and document actions, with guidance from the Service Manager or higher level management.
- Perform service work to assist with overflow and emergencies, as needed.
- Provide technical guidance to customers and technicians via telephone support or facilitate contact with appropriate resources to support the need.
- Track and follow up on leads brought in by field operatives (technicians and inspectors). Take appropriate action to ensure leads are quoted in a timely fashion or forward leads to other designated resources, for estimation and quotation, if required.
- Resolve customer complaints, within established guidelines, to the satisfaction of the customer and in the best interest of the company. Any unresolved issues should be quickly elevated to the next level of management for prompt resolution.
- Collect warranty information, monitor and report any potential warranty or credit requests to the Service or Operations Manager prior to authorizing work. Communicate status with customer and authorize work, as appropriate, following established guidelines.
- Provide leadership in safe work practices by functioning as the Branch Safety Officer. Organize, document and report monthly safety meetings. Maintain and provide all safety-related documentation, per company guidelines.
- Assist the Branch/Service Manager and the District Operations Manager in establishing training needs and requirements for all field operatives in the branch.
- Review and approve technicians' time tickets as submitted daily for completeness, accuracy, allocation to the correct job numbers and compliance with company policy.
- Monitor and coordinate the maintenance of company equipment and assets to ensure they are in proper condition and good working order.
- Assist the Branch Service Manager or Branch Manager with conducting spot inspections and audits of the service

technicians' equipment and vehicles and record the results.

- Perform invoicing weekly to meet company standards and continuously maintain the open orders report ensuring that the open orders report reflects the current status of active service work.
- Ensure 24-hour response is available or negotiate other agreeable actions with customers.
- Monitor the credit control list and assist in collection efforts of problem accounts, as needed. Consult district staff prior to delivery of services or materials to accounts outstanding for over 60 days.
- Responsible for all miscellaneous activities within the branch such as shipping/receiving, shop cleanliness, walk-ins for parts, equipment/building maintenance, answering phones.
- Maintain company vehicle and uniforms in a clean a presentable manner, if appropriate.
- Other duties as assigned by supervisor.

EDUCATION: Technical Associate's degree or equivalent required. Bachelor's degree preferred.

EXPERIENCE: 2-3 years' experience in a technical/support role. Familiarity with overhead cranes and their component parts desired. Prior supervisory and/or leadership experience preferred.

OTHER

REQUIREMENTS: Must have and maintain a good driving record, including a valid driver's license. Must be customer-oriented, have well-developed interpersonal, communication and PC skills and be able to prioritize tasks.

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