



POSITION DESCRIPTION:

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Director of Service

Classification – Exempt

Salary range – TBD

Location – Darien, WI

Reports to – Director of Sales and Marketing

Date – May 2022

POSITION DESCRIPTION

The Service Manager will lead the team responsible for vital support of our customers and sales team. This role is dynamic, multifaceted and requires a high energy individual that can think quick on their feet and quickly come up with solutions. Our customers and sales team, work at all hours of the day and our service team strives to be available when a need arises. The Service Manager will drive service excellence that maintains customer satisfaction, maximizes customer retention, and impacts the customers productivity and profitability. The Service Manager role provides an excellent opportunity for a leader that is a positive, solution minded individual to really impact the customer experience at an innovative and fast-growing company.

PRIMARY RESPONSIBILITIES:

1. Provide strategic leadership and development to the service team.
2. Provide service and customer support via phone, email, text, and direct field visits.
3. Develop and promote customer relationships with the objective of gaining a clear understanding of the customer needs and a means to satisfy them.
4. Coordinate scheduling the team based on workflow and customer needs.
5. Communicate known machine issues to supply chain and quality/engineering and coordinate finding a solution.
6. Utilize field input and feedback to provide technical updates to the sales organization.
7. Manage onsite installation, repair, and troubleshooting tasks.
8. Diagnose technical issues and determine proper solutions and next steps.
9. Promote company image in line with company guidelines.
10. Communicate customer complaints to Director of Sales and Service so that they can be resolved as quickly as possible.
11. Identify new technologies to better provide service to our growing customer base.

OTHER DUTIES/RESPONSIBILITIES:

1. Document processes around service and product related issues.
2. Develop and write service bulletins for distribution to customers and the sales organization.
3. Follow all the companies' filed procedures and protocols.
4. Operate service vehicles in a safe manner.



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5. Prepare information as requested, whether routine or for special occasions.
6. Share knowledge and best practices with colleagues on a regular basis to raise the competencies of the entire team.
7. Other duties as needed.

JOB QUALIFICATIONS

Knowledge:

Working knowledge of hydraulics, electrical systems, machine control, and power systems is required.

1. Ability to effectively communicate with customers and co-workers.
2. Experience leading and growing a team.
3. Maintaining a calm and thoughtful demeanor in high stress situations.
4. Flexibility with regards to hours and times worked.
5. Available to travel sometimes on short notice.
6. Proven field service experience.
7. Ability to troubleshoot, test, repair, and service technical equipment.
8. Proven problem-solving focus in customer related and sustaining engineering activities.
9. An understanding of construction equipment and particularly concrete construction equipment preferred.
10. Familiarity with mobile tools and applications.
11. Strong verbal and written communication skills.

Certificates and Licenses:

Maintain a valid driver's license.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

1. While performing the duties of this job, the employee may be exposed to work near moving mechanical parts, fumes or airborne particles, and outdoor weather.
2. When working in the shop or with equipment the noise level in the work environment can become loud where noise protection is required.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



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1. While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear.
2. The employee is regularly required to stand and walk.
3. The employee must frequently lift and/or move up to 50 pounds.
4. Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus.