

SERVICE MANAGER

JOB REF: 0492

Our client is a vibrant, progressive and well-known business who designs, manufactures and exports a range of products to the waste recycling sector across the globe.

The company now wish to appoint a Service Manager who will manage a team of service engineers to deliver a best-in-class installation, commissioning and after-sales service to the Company's customers.

Job Purpose

Reporting directly to the Operations Manager, the Service Manager will be responsible for organising and implementing a daily, weekly and monthly work plan for a team of engineers, supporting all customers who purchase any of the products offered by the Company.

Responsibilities

1. Responsible for planning the day to day activities of Field Service Engineers.
2. Responsible for the co-ordination of planned and reactive service work.
3. Ensuring all equipment installed is signed off on by the customer only after the customer/customer representatives have been taken through a detailed use and maintenance procedure which has then been signed off on as completed.
4. Ensure that all information is entered onto the company CRM system.
5. Dealing with ongoing technical queries and issues
6. Dealing with all warranty claims, ensuring warranty is only approved after investigation and for obvious equipment/component failure within warranty term
7. Ensuring and maintaining excellent customer relations.
8. Identify opportunity to up sell and increase service volume and implement improvement ideas.
9. Provide out of hours support for customer and engineer enquiries.
10. Provide end of month stock take for each field engineer
11. Other duties as required

Person Specification – Essential Criteria

- Extensive knowledge of capital equipment to include mechanical, hydraulic and electrical detail
- Ability to manage a team of people, leading and motivating them to get the best out of them every day
- Excellent customer service experience and an ability to deal with irate customers at times
- You'll need to be able to coordinate work effectively and efficiently at all times.
- Previous experience of working in a busy and challenging service related environment with excellent planning, organisational, communication skills.
- You'll need a strong work ethic, be results orientated, and able to work with minimal supervision.
- You'll need to be an enthusiastic person, with high standards and an excellent attention to detail.
- Reliable and responsive nature
- Knowledge of the EU driver's working hours' regulations and the working time directive
- Good IT knowledge – word, excel, database management
- Excellent telephone manner – professional at all times

Contact Con Gallagher on 028 8676 0044 for a confidential chat or submit your CV via the link.

The Company reserves the right to vary criteria at the shortlisting stage.

Spectrum Employment Solutions is an equal opportunities employer and welcomes applicants from all backgrounds.

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