

## **SERVICE MANAGER**

**THE TRISTAR TEAM IS SEEKING A NEW TEAM PLAYER WITH INITIATIVE, WILLINGNESS TO LEARN, RELIABILITY, AND SELF-MOTIVATION. CANDIDATES FOR SERVICE MANAGER WILL BE RESPONSIBLE FOR MOTIVATING AND LEADING A TEAM OF SERVICE TECHNICIANS BY CONTINUOUSLY IMPROVING EFFICIENCY AND CUSTOMER SATISFACTION. THE SERVICE MANAGER WILL WORK CLOSELY WITH THE GENERAL MANAGER TO ENSURE EQUIPMENT IS PROPERLY MAINTAINED AND REPAIRED.**

**ADDITIONAL DUTIES TO INCLUDE THE FOLLOWING:**

**RESPONSIBLE FOR COMPANY AND CUSTOMER-OWNED UNITS, BOTH USED AND NEW.**

**MOTIVATE, COACH, AND TRAIN TECHNICIANS TO EXCEED TIME AND QUALITY STANDARDS AND COMPLY WITH STANDARD REPAIR AND MAINTENANCE PROCESSES.**

**ASSIGN JOB TASKS TO TECHNICIANS BASED ON SKILL AND WORKLOAD.**

**RESPONSIBLE FOR REPAIR AND MAINTENANCE, PROFIT AND LOSS, AND ASSOCIATED COSTS/BUDGET.**

**PLAN, LEAD, AND MEASURE CONTINUOUS IMPROVEMENT OF ALL SERVICE AND MAINTENANCE PERFORMANCE METRICS.**

**OVERSEE SHOP PARTS ACTIVITIES TO ENSURE OPTIMAL CUSTOMER SERVICE, TECHNICIAN, SHOP AND COST CONTROL.**

**IDENTIFY AND PROVIDE NECESSARY SKILLS TRAINING AND REGULAR COACHING.**

**ENSURE SAFETY MEETINGS ARE HELD WEEKLY.**

**EVALUATE PERFORMANCE AND PROMOTABILITY OF TEAM MEMBERS.**

**PROMOTE A CULTURE OF SAFETY AND DISCIPLINE THROUGH LEADERSHIP, EXEMPLARY PERSONAL COMPLIANCE, ACCOUNTABILITY AND COMMUNICATION.**

**JOB REQUIREMENTS:**

**HIGH SCHOOL DIPLOMA REQUIRED; TRADE SCHOOL DEGREE A PLUS; BACHELOR'S DEGREE PREFERRED.**

**VALID DRIVER'S LICENSE WITH ACCEPTABLE DRIVING RECORD.**

**EXTENSIVE EQUIPMENT FLEET MAINTENANCE AND LEADERSHIP EXPERIENCE.**

**AT LEAST FIVE (5) YEARS SERVICE AND MAINTENANCE EXPERIENCE AND A MINIMUM OF THREE (3) YEARS SUPERVISORY EXPERIENCE.**

**ABILITY TO READ SCHEMATICS (BOTH ELECTRICAL AND HYDRAULIC).**

**STRONG MOTIVATIONAL AND LEADERSHIP SKILLS.**

**EXCELLENT CUSTOMER SERVICE SKILLS.**

**STRONG KNOWLEDGE OF MAINTENANCE ACCOUNTING AND PROFIT AND LOSS REPORTING.**

**COMPUTER SKILLS TO INCLUDE: MICROSOFT OFFICE, MICROSOFT EXCEL, GOOGLE SHEETS, OUTLOOK, SKYPE. QUICKBOOKS EXPERIENCE A PLUS.**

**MAINTAIN A POSITIVE ATTITUDE TOWARD WORK.**

**SALARY: \$33,000 - \$65,000 BASED UPON EXPERIENCE.**

**BENEFITS INCLUDE: SHARED MEDICAL COVERAGE, THREE (3) PERSONAL LEAVE DAYS AFTER 90 DAY PROBATIONARY PERIOD, SIX (6) PAID HOLIDAYS AFTER 90 DAY PROBATIONARY PERIOD, PAID VACATION AFTER ONE (1) YEAR EMPLOYMENT, AND SIGN UP BONUS.**

**TRISTAR IS A RAPIDLY GROWING COMPANY THAT BELIEVES IT TAKES GREAT EMPLOYEES TO BUILD A GREAT ORGANIZATION! TO APPLY, PLEASE EMAIL RESUME TO: [JANAN@TRISTARAERIAL.COM](mailto:JANAN@TRISTARAERIAL.COM). PHONE: 678-302-0382 EXT. 1141.**