National Service Manager

Summary:

The National Service Manager is responsible for 4 Regional Service Managers and the Field Service Technicians, Training, and inside service operations. This position will be working with the Managing Director to align the sales and service needs and will be striving to implement them in an efficient and strategic way. This position will be supported by the Worldwide Aftersales Service Center at our German HQ. Solid technical understanding to be able to support the operations group. Contact with key account customers and the review of our 3rd party service providers.

This position reports to the Managing Director and is a member of the Senior Management Team, this position’s primary responsibility is ensuring organizational effectiveness by providing leadership for the organization’s operations and strategic planning of the service department.

Responsibilities and duties:

- Improve the operational systems, processes and policies in support of organizations mission
- Help exceed company sales and operations goals
- Develops and implements operations procedures and guidelines to ensure that customer repair orders, installation or PM visits are done in a professional and timely manner to ensure solid profit margins
- Review performance data to measure productivity and goal achievement of the field group and 3rd party service providers to determine areas needing training and program improvement
- Manage and increase the effectiveness and efficiency of Support Services (Dispatch, Hotline and Customer Service), through improvements to each function as well as coordination and communication between support and business functions
- Play a significant role in long-term planning, including an initiative geared toward operational excellence
- Provides goals and objectives to the operations group to meet current and future service needs
- Drive initiatives in the management team and organizationally that contribute to long-term operational excellence
- Prepare monthly report for management about utilization and quality of service work
- Evaluate the need for 3rd party support in service areas
- Work closely with Human Resources on guidelines and safety procedures
- Work effectively in a team environment to monitor, log, resolve, and escalate issues with installations and service of equipment
- Follow and develop operations procedures to ensure timely resolution of escalation of issues.
- Interact with Key Account customers if issues arise that need escalation and work with customer groups to ensure all service needs are met
- Act as liaison for internal and external communications directly with departments as required. Provide regular status reports and gather requirements from departments and provide input into the infrastructure products that are bought or serviced
- Interact with customers at a technical level, as required
- Travel: 30%
Requirements:

- Experience managing off-site employees
- Strong customer focus in every aspect of the job, including ability to work directly with key customers in a technical capacity
- Strong managerial skills
- Ability to effectively prioritize workload
- Strong analytical skills
- Strong communication skills (verbal and written)
- Ability to think strategically and tactically
- Resourceful, innovative, and creative
- Excels at operating in an fast pace, community environment
- Excellent people manager, open to direction and collaborative work style and commitment to get the job done
- Must be willing to work on call including weekends and holidays
- Ability to maintain strong working relationships with technical peers and customer technical contacts
- Excellent troubleshooting and organization skills
- Valid driver’s license with no driving restrictions
- Team player

Education:

Bachelor’s degree (B.A.) from four-year college or university; or five to seven years related experience and/or training; or equivalent combination of education and experience.

Please respond with resume and cover letter by e-mail to: careers.mpcs@melitta.com