

SUMMARY

The Regional Service Manager manages the day to day aspect of the designated region. The workload is to be balanced to combine field service management, ride-along coaching, meetings and administrative duties. Explain and coach operational and technical duties, meet customers and solve problems, and serves as the first point of escalation. The Regional Service Manager's duties include but are not limited the outline below.

RESPONSIBILITIES AND DUTIES

- Manage the day to day operations for the Service Region as well as long term and short-term goals for the Region, and those that support the company.
- Work with Field Service Technicians to provide leadership for the implementation and delivery of technical services across the service regions.
- Work with National Service Manager to develop clear strategies and support for regional and national growth
- Review and monitor delivery of Service Level Agreements (SLA's) and Key Performance Indicators (KPI's).
- Maintain positive relationships with all internal and external customers.
- Meet with techs regularly and check their quality performance.
- Provide technical support to techs to minimize downtime without compromising safety.
- Organize time as efficiently to minimize overtime and travel expenses.
- Provide ongoing training for direct reports on servicing units including the proper and safe use of tools and equipment when necessary.
- Schedule co-travel days with Service Providers and Direct Reports.
- Collect data and analyze trends in order to maximize operational efficiency.
- Determine proper inventory levels for Direct Reports and Service Providers.
- Perform inventory oversight and determine proper inventory levels for Direct Reports and Service Providers.
- Reporting package includes but is not limited to activity report, coaching report, ride-along schedule

REQUIREMENTS

- Previous management experience in a service industry required.
- Ability to work independently and follow through on assignments with limited direction.
- Strong organizational, time and project management skills.
- Excellent verbal and written communication skills and presentation skills, highly numerate and demonstrated ability to negotiate on matters at all levels.
- Ability to lead, motivate, manage, coach and develop a team of technical specialists and support teams.
- Ability to liaise effectively at all levels with clients.
- Ability to work in a fast-paced, self-directed environment.
- Knowledge of computers and relevant software applications; proficiency with Microsoft Office Suite products.
- Able to multi-task.

- Able to train and instruct others in proper trade practices and techniques.
- Able to plan jobs and carry out from concept to completion.
- Must possess problem-solving skills.
- Able to perform duties under pressure.
- Up to 50% Travel