



Job Description

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Job Title	Service Manager – Boise, ID		
Reports To	General Manager	Department	Shop
Effective Date	December, 2023	FLSA Status	Exempt

MISSION & SCOPE:

The Service Manager serves as a leader to keep our customers informed and help our customers accordingly as well as supervising the shop. This work may happen directly on location or in the shop. It is important this person has the ability to learn and retain product specific information as it pertains to the position.

WORK ENVIRONMENT:

- Positive Work Environment. Management support on a personal and occupational level. Employees are helpful and encouraging. All departments and team members held to the same expectations using our core values as guidelines:
 - Communication • Compassion • Curiosity • Courage • Honesty • Impact • Innovation • Judgment • Passion • Selflessness • Trust

ESSENTIAL DUTIES & RESPONSIBILITIES

Example of Duties:

- Assess and analyze individual projects and departmental budgets to find ways to optimize margins.
- Collaborates across divisions to develop or enhance standard Service practices.
- Collaborates and maintains departmental procedures in conjunction with SWS Equipment Business Management Processes.
- Collaborates on enhancements to Service operations to support continued growth within our core business.
- Collaborates with the Management team to set department goals and initiatives to drive improvements in key operational metrics.
- Communicate with senior leadership about shifting company priorities and projects.

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- Coordinate with different teams, exchange ideas and participate in cross-team learning opportunities.
- Develops and maintains departmental procedures in conjunction with business management processes.
- Diagnose and repair customer owned equipment.
- Drives enhancements to Service operations to support continued growth within our core business.
- Identify opportunities to expand or shift courses to take advantage of changes in the market.
- Identify potential problems and points of friction and work to find solutions to maximize efficiency and revenue in pursuit of Company goals and objectives.
- Initiates and recommends appropriate personnel actions regarding new employee selection, promotions, training, and employee counseling.
- Leads by example promoting team and individual morale, helping others to succeed, abiding by Company core values.
- Participate in long-term planning to create initiatives that further the company’s overall goals.
- Plans, organizes, assigns, and coordinates work to achieve Service and Production schedules.
- Prepare new equipment for final delivery to customers.
- Promote and schedule Service requests for all product lines.
- Promote and fill Parts orders as needed.
- Recommends and executes appropriate personnel actions regarding new employee selection, promotions, training, and employee counseling within the team of direct reports.
- Supports and reviews equipment for compliance of safety, reliability, and maintainability.

WORKING PARTNERSHIPS:

- Establishes and maintains strong working relationships with all levels of the organization including co-workers, management, customers, and vendors as applicable.

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REQUIREMENTS:

- Proficient with Microsoft Office Suite: Excel, Word & Outlook
- Computer literate (text, uploading and / or downloading documents or pictures)
- 3+ years Maintenance Leadership experience. Certified Maintenance and Reliability Professional (CMRP) certification a plus.
- A successful record of developing effective work teams, demonstrated technical ability and problem-solving skills applied to safety, quality, and process improvements.
- Ability to read and understand hydraulic and electrical schematics.
- Ability to initiate and lead change through continual process improvements.
- DC electrical experience Multiplex system experience.
- Hydraulic installation and repair experience.
- Proven experience in organizational development and resource deployment.
- Possess and maintain a valid Class B Interstate CDL
- PTO installation experience.
- Supply own hand tools consistent to a journeyman mechanic.
- Welding experience.
- Working knowledge of continuous improvement tools and methodologies.

QUALIFICATIONS:

- Ability to manage multiple tasks with shifting priorities and timeframes.
- Ability to think creatively and innovatively.
- Attention to detail with high level of accuracy.
- Bright, energetic professional with outstanding interpersonal skills with the highest personal and business integrity.
- Complete and accurate documentation.
- Dependable and results-driven with solid time-management and organizational skills.
- Diagnose and repair customer owned equipment in the shop and in the field.

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- Excellent verbal, written and telephone communication skills.
- Geographical knowledge
- Highly motivated self-starter who can work autonomously and as part of a team in a fast-paced, changing environment.
- Possess an entrepreneurial spirit committed to identifying opportunities to establish multiple streams of revenue both within our core business and adjacent.
- Proven ability to effectively resolve problems or issues by using good judgment consistent with company standards, practices, policies, procedures, values, and applicable legal standards.
- Relate to others in a sincere, straightforward, and credible manner.
- Work in all weather conditions.

PHYSICAL REQUIREMENTS:

- 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. The employee is occasionally required to lift and/or move up to 50 pounds. The employee is occasionally required to stand for long periods of time; walk; use hands to finger, handle, or feel; balance; bend and reach with hands and arms; use feet to operate foot pedal operation and talk or hear. Occasionally required to climb ladders, sit, stoop, kneel, squat, crouch, or crawl. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

Salary Range: \$110,000 - \$130,000

Bonus: Performance Bonus

Full Time Day Position: Monday – Friday

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Benefit Package includes: (these details are for information purposes and are subject to any policy or plan changes)

- Direct Deposit
- Paid Holidays
- Paid PTO Birthday
- Paid Vacation
- Paid Sick Leave
- 401K profit sharing (up to 4% match)
- Medical, Vision, Dental
- Life Insurance, Accidental Death and Dismemberment
- Colonial Disability, Life Insurance
- Annual Boot stipend
- Paid laundered coveralls
- Per diem when applicable

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