

**Job Title:**

Assistant Service Manager

**Department:** Service Department**Reports To:** Matt Cellura, Service Manager**Prepared By:** Matt Cellura**Prepared Date:** 12/7/10**Approved By:** Dave Hastings**Approved By Date:** 12/17/10**Reviewed By:** N/A**Reviewed By Date:** N/A**Summary:**

Communicates with customers and establishes service requests by utilizing Service CEO software, ensuring the best possible service.

**Duties included but not limited to:**

## Priorities

- Coordinate work flow by taking service requests and filling out work orders in Service CEO.
- Assist with Technician's Daily Work Schedules (DWS) by ensuring parts are available and pulled for the days jobs.
- Assist with Technician calls coming from the field.
- Receiving and addressing client concerns/issues through incoming phone calls and other means. Assistant Service Manager will diagnose client problems, recommend corrective services and sell additional services over the phone as well as face to face when appropriate
- Handle Weekly Service prioritizing and scheduling w/ input from the Service Manager.
- Picking up and dropping off of materials needed for jobs from time to time.
- Creating estimates, communicating those estimates with the customer, and selling the job
- Contacting past due accounts and collecting monies owed
- Working with the Warehouse Manager to ensure job specific parts are ordered and delivered in a timely manner.
- Giving insight to Service Manager for Technician reviews, bonuses, and disciplinary actions.
- Communicating with Technicians on a daily basis to track progress. Working with the Service Manager to move jobs accordingly with that given information and make the proper phone calls to customers.

## Phone

- Answer phones.
- Handle all customer calls within your capacity.
- Make call ahead's to residential customers the day before their scheduled service.
- Route calls elsewhere as needed.
- Do phone surveys/inquiries as needed .

## Projects

- Keep projects on schedule.
- Update and chase delegated tasks to ensure progress to deadlines.
- Administer and oversee company safety rules and regulations in vehicles, in the warehouse, and job specific in the field.
- Seek greater role in projects within administrative and other areas of competence.
- Learning and implementing of all the features of Service CEO.

## **Physical Demands:**

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **Supervisory Responsibilities:**

This position includes limited supervisory responsibilities of Hastings Water Works Service Technicians in the event the Service Manager is unavailable.

## **Salary Range: \$29,000-\$37,000**

Position is considered full time for eight months, (March – October), with the intent to be a twelve month position dependent on perceived value to company during the four month off-season.