



Please review job description, complete included application, and fax or email along with resume to:

Scottsdale Air Heating and Cooling

E-mail: job-091029@scottsdaleair.com

Fax: 480-945-1059

Job Description: Service Manager

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Job Title: Service Manager

Pay Scale: \$40,000-\$55,000 Annually DOE plus bonus based on net profit of department

Work Hours: 7:00am to 5:00pm, Monday through Friday, weeknights and weekends as needed.

Primary Job Function: To manage the service department of the company, including overseeing the daily dispatching and efficiencies of the service technicians and department. The Service Manager is expected to handle all aspects of the service department and to ensure its continued profitability and growth.

Reports to: Owner and General Manager

Required Qualifications:

- Three years related experience and/or training in customer service, management in a service industry or equivalent combination of education and experience
- Knowledge of industry is recommended but not required
- High School Diploma or Equivalent
- Valid driver's license
- Computer skills
- Ability to multi-task and be well-organized.
- Advanced customer service skills.
- Dispatching experience is also recommended

Daily, Weekly, Monthly, Yearly Duties:

- Responsible for the profitability of the service department
- Review all service invoices daily, this includes comparing GPS to the invoices, spot checking pricing/accuracy, and looking for additional opportunity.
- Responsible for weekly processing of service invoices, this includes job costing, checking accuracy, reviewing with service technicians, and submitting invoices to AR.
- Responsible for the development of a profitable maintenance contract program, including gaining service technician buy-in to all changes.
- Responsible for sales and renewals of all maintenance contracts.
- Plan for seasonal fluctuations in the business by making sure maintenance contracts are offered to all customers and meeting contract sales goals.
- Responsible for determining and setting service inventory policies and pricing and implementing with the purchasing department.
- Securing work for the service department, revenue generation.
- Assist with collections.
- Supervises the Service Dispatcher(s) and parts runner if applicable.
- Responsible for performing all duties of the Service Dispatcher when necessary.
- Responsible for making sure that all Service Technicians are properly trained.
- Debrief technicians after each call.
- Responsible for performing performance reviews with technicians and dispatchers and discussing compensation with general manager.
- Customer service, including explaining pricing and invoices to customers. Determining when a customer's needs require escalation to general manager or owner.
- Quote large repair jobs and obtain approval from customers.
- Maintain and follow up on all pending / recommended work.
- Responsible for preparing reports for the weekly management meeting. The scope and specificity of the reports will change with time.
- Make sure that all service vehicles are clean, stocked, running properly etc.
- Regular vehicle and tool inspections.
- Work with purchasing to maintain service inventory and vehicle stock.
- Coordination and implementation of service marketing calendar.
- Implementation, tracking, and approval of Service Technician commissions/spiffs.
- Manage on call schedule.

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- Responsible for ensuring maintenance of customer records.
- Make sure that Service Technician's invoice details are thorough so that the customer understands the service rendered and that the problem was taken care of. This includes converting technicians commonly used text to pre-determined text in DispatchTracker.
- Review all warranty invoices, making sure that all valid warranty issues are seen to completion with the vendor, parts, misc. field materials and labor.
- Following purchasing procedures to order parts as needed and communicating information to the customer. For demand parts this includes contacting manufacturers and vendors and arranging delivery, for non-demand communicating with purchasing. As parts are received arrange with dispatcher to schedule work.
- Responsible for setting agenda and running weekly service meetings.
- Other duties as assigned.

Performance Indicators:

Certain key business indicators that will measure the effectiveness of the Service Manager. These include the following:

- Technician revenue averages a minimum of \$20,000 per month per tech in summer months, \$10,000 in off-season months.
- Degree to which unproductive labor or lost time is minimized.
- Degree to which technicians improve efficiency and billing accuracy.
- Timely resolve of customer disputes.
- Increase in maintenance agreements.
- Dispatcher performance relating to average drive time and customer service issues.
- Attention to detail and accuracy of completed work.
- Accuracy of customer history files.
- Number of service warranty calls resulting in non-billable time.
- Profitability of the service department.
- Degree to which seasonal fluctuations in revenue are limited.
- Growth of the service department.
- Timeliness of billing to accounting.

APPLICATION FOR EMPLOYMENT

Scottsdale Air Heating & Cooling

Read Before Starting Application

Scottsdale Air Heating & Cooling, is an equal opportunity employer and does not unlawfully discriminate in employment. No question on this application is used for the purpose of limiting or excluding any applicant from consideration for employment on a basis prohibited by local, state or federal law. Equal access to employment, services, and programs is available to all persons. Those applicants requiring accommodation to the application and/or interview process should notify a representative of the organization.

Signature

Date

GENERAL INFORMATION

Please Print or Type

Name

Social Security Number

Street Address

(Area Code) Telephone Number

City

State

Zip Code

E-Mail Address

Referred By: _____

***All Questions Must Be Answered**

*Have you ever been employed by this Company? ___ Yes, When _____ ___ No *Are you personally acquainted with anyone identified with this Company? ___ Yes ___ No *If yes, give name _____ Related/How? _____

*Are you 18 years of age or older.....___ Yes ___ No

*Can you provide evidence of a valid Drivers License if necessary?.....___ Yes ___ No

* Can you work overtime if necessary?.....___ Yes ___ No

*Have you ever been convicted of a crime in the last 7 years?.....___ Yes ___ No

*If yes, please explain (*a conviction will not automatically bar employment*) _____

*Date Available to Start Work _____ *Salary Desired _____

*Are you a United States citizen or do you otherwise have legal authorization to work in the United States, which is not limited to one particular employer? _____ Yes (*proof of authorization to work will be required upon employment*)
_____ No

EMPLOYMENT RECORD

Starting with present or most recent, list all previous employers. Include self-employment, summer and part-time jobs (use additional paper if necessary).

Former Employer(s)	Dates (Mo./Yr.)		Describe Position & Duties
(1) Company Name:	From	To	
Address	Salary		
Supervisor Name	Telephone #	Reason for Leaving	
(2) Company Name:	From	To	
Address	Salary		
Supervisor Name	Telephone #	Reason for Leaving	
(3) Company Name:	From	To	
Address	Salary		
Supervisor Name	Telephone #	Reason for Leaving	

Account for all periods of Unemployment for one month or more since you left school until the present time.

From (Mo./Yr.)	To (Mo./Yr.)	State What You Were Doing

May we contact your present employer? Yes No

If ever employed or attended school under a different name(s), please indicate _____

EDUCATION RECORD

Name	Location (Street, City, State, Zip)	Course/ Major	Years Completed	If Graduated, Degree
High School				
Technical/Business School				
College/University				
Graduate School				

SKILLS

Use the space below to describe your skills and aptitudes that are related to the job for which you are applying. You may include civic and community activities, professional societies in which you participate, and special training or skills, if you believe these to be relevant.

REFERENCES

Give three (3) names and addresses of any business and/or professional references.

Name	Address	Telephone #	Occupation