

DESOTEC – Service Manager

The Service Manager is responsible for overseeing all operational aspects of the service team, ensuring compliance, delivering excellent customer service, and managing business performance within the designated Hub/Region. This role requires strong leadership skills, business acumen, and a commitment to safety and compliance standards.

Key Responsibilities:

- Collaborate with the Quality, Environmental, Safety, and Health (QESH) department to ensure compliance with all regulatory and company standards.
- Participate in the development of budgets and manage expenses effectively.
- Translate customer requirements into actionable operational plans.
- Lead planning and scheduling activities for service personnel in the Hub/Region.
- Manage company assets and oversee maintenance activities.
- Provide exceptional customer service and address client needs promptly.
- Partner with Human Resources to handle employee performance and address any personnel issues.
- Assist in the development and maintenance of key performance indicators (KPIs).
- Ensure compliance for all team members, including required certifications (e.g., TWIC, DOT, background checks, and safety training).
- Completes other duties as necessary to support the team and organizational objectives, as directed by the supervisor.

Organizational Impact and Leadership:

- Oversee Hub/Region operations and personnel management.
- Collaborate with Sales Engineers on client visits, job assessments, and customer reviews.
- Develop employee skills and build a talent pipeline for future leadership roles.
- Serve as the safety and compliance leader for the Hub/Region.

Qualifications:

- Proven business acumen with 3-5 years of experience in technical troubleshooting and issue resolution.
- Demonstrated leadership experience with a minimum of three years in a supervisory or managerial role.
- Strong problem-solving skills with the ability to resolve customer conflicts effectively.
- Proficiency in standard business software (e.g., Microsoft Office Suite, Teams, ERP systems).
- Excellent communication skills, with the ability to engage with all levels of the organization and provide coaching and guidance.
- Experience in managing DOT Fleet and ensuring DOT compliance is preferred.

Driving and Travel Requirements:

- Must be able to safely operate a company vehicle and maintain a clean driving record.
- Annual Motor Vehicle Report (MVR) background check required.
- Ability to travel 50% or more within the region, including potential overnight travel.

Education and Experience:

- Bachelor's degree is strongly preferred, alternatively, a technical degree, relevant military experience, or equivalent industry experience may be considered in lieu of a formal degree.

<https://www.desotec.com/en>