

Service Manager

Job Description



- Location: Westex Head Office
- Reporting To: Dean Turvey
- Salary: 40 - 45K based on experience
- Hours: 40 per week (8:00-16:30)
- Annual Leave: 25 days
- Onsite Parking
- Enhanced Company Pension
- Company Vehicle
- Company Phone
- Work Uniform
- WeCare Policy



Job Purpose

To oversee the maintenance and repair of customer and business owned material handling equipment. Efficiently utilising a team of Service controllers and engineers to deliver a timely and professional service. Lead by example, promoting Safety, Professionalism, and integrity.

- Ensure all mobile engineers are delivering on their chargeable hours target.
- To ensure the completion of all scheduled servicing in the month required.
- Making sure all completed service and repair works are closed in a timely manner.
- To make commercially sound decisions, which promote growth and security.
- To develop and support a team of Service controllers and engineers.
- Promote an excellent health a safety culture throughout the Service department.
- Conduct reviews and performance management where required.
- Efficiently manage invoice queries.
- Customer complaint resolution.



Service Manager

Person Specification



Knowledge & Experience

- Good general education in literacy & numeracy
- Lifting Equipment engineering qualification, IOSH Managing Safely desirable
- Minimum 2 years' experience working in relevant Service Manager/Workshop Manager role
- Experienced Service/Workshop Manager with excellent leadership qualities
- Good understanding of Health & Safety
- Excellent Problem solving and technical diagnostics
- Good Commercial awareness
- Experienced in Fleet management /Material Handling Systems is desirable

Qualities & Competencies

- Confident Office 365 user
- Excellent proficiency in all forms of communication
- Good motivation and engagement skills
- Strong negotiation strategy
- Exceptional organisational skills and able to prioritise efficiently.
- Awareness of internal and external customer needs
- Able to direct employee's attention correctly
- An effective team leader

Get in touch to apply!

Westex
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