

Service Manager Minimum Requirements

Field incoming service requests (telephonic & email), conduct discovery and write up service proposals, and service work orders

Field, research, and bring to conclusion any questions/problems with warranty issues, billing problems, and repair explanations

Set up repair schedule with customers

Prepare repair proposals for distribution

Responsible for making the service department a profitable cost center

Responsible for hiring, training, and reviewing service technicians

Beginning annual sales goal of \$1 million with above average profit margins, growing yearly in both

Salary based on qualifications, knowledge, experience, and industry –related references..

Must possess:

- Problem solving skills
- Excellent customer service skills
- Time management qualities
- Good communications skills, both written and verbal
- Ability to read blueprints
- Working knowledge of Microsoft Word & Excel
- CAD knowledge a plus
- Superior knowledge of all roofing systems, especially built-up roofing, single ply roofing, modified bitumen roofing, and roof coatings
- Ability to compose and distribute written service bids and proposals
- Ability to perform on-site roof surveys (including measurements, core cuts, roof type and composition, and pictures)
- Ability to meet with client to investigate, determine, and discuss roofing needs.
- Ability to travel throughout Arizona to look at service projects.
- Knowledge of OSHA safety regulations
- Ability to lift, set up, and climb 28' ladder