Downloaded from <https://www.velvetjobs.com/job-descriptions/service-manager>

# Example of Service Manager Job Description

Our company is growing rapidly and is looking for a service manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for service manager

* Insures that standard response times committed to by the Service Coordinator are met
* Recruits, hires, trains, and develops all service staff
* Works with Service Parts and Service Coordinator so that all required paperwork is submitted and complete
* Monitors the process of defective modules, assemblies or parts returned to the local office or manufacturer’s are handled properly
* Assists other Administrative staff on maintaining optimal branch inventory levels
* Assists the Sales Department in pre and post equipment sales activities
* May assist in or carry out the function of Service Coordinator, Parts Coordinator and Service Technician as required
* Performs other Service Manager duties as assigned
* Ensures that standard response times committed to by the Service Coordinator are met
* Responsible for handling all customer inquiries and communications

## Qualifications for service manager

* 5-10 years of direct experience as a service technician within carpentry, general contracting, electricity, HVAC, or electronics related field
* Local travel is required for the role
* Field repair in a dental/medical environment highly desired
* Understand the financial drivers of the service department
* Responsible for managing the workflow within the service department
* Development and delivery of SLAs with supported customers