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# Example of Service Manager Job Description

Our growing company is hiring 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

* Negotiates with the clients and internal stakeholders the service conditions in alignment with Global Standards and GSC strategy
* Communicates changes and relevant business information with the GSC Solution Delivery Managers and Site Manager/Head of GSC where needed
* Keeps track of work progress in each product area and ad-hoc reports status to the client
* Set priorities to the involved teams in regards with the clients’ specific needs and expectations, and based on what has been agreed with the client
* Monitors and reports the projects’ updates and performance of the services in scope
* Escalates issues to affected stakeholders and clients, seek for immediate resolutions, and be the one to further propose solutions and drive for the changes
* Apply if you are ready to start the conversation, so we can put the wheels in motion!
* Lead, develop and motivate employees to create a team environment which enables flawless day-to-day execution of quality, cost, schedule, technical performance requirements and to maintain very high levels of customer satisfaction
* Be the primary point of contact with the customer for a bid or contracted change and to define and coordinate the project scope, budget, objectives and deliverables
* Manage the framework operations and lead integrated service teams to focus on executing the program plan to ensure first time quality and satisfaction of all customer requirements (technical, quality, cost, schedule)

## Qualifications for service manager

* Have previous management experience within a service or retail industry
* Managing the building management systems and resources to meet daily service schedules and business requirements for the services within the prescribed budget
* Liaising with client and offering advice and knowledge regarding service issues ensuring contractual and service obligations are met
* Developing and maintaining an effective working relationship so that the Client's needs are understood and the company reputation is enhanced
* Supporting the team in continually reviewing operational procedures to maximise customer satisfaction
* Developing and support positive team ethos within the working group