



# Example of Regional Service Manager Job Description

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Our company is looking to fill the role of regional service manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for regional service manager

- Working through the Training Coordinator, ensures that an effective, documented training program that ensures all Controllers are qualified to safely operate the pipeline system in normal and abnormal conditions and meet regulatory and internal training requirements
- Working through the Training Coordinator, ensures that all operations manuals, pipelines standards and other documents are kept up to date to reflect operation of the pipelines in normal and abnormal situations
- Initiates and documents and investigates all incidents / near miss reports relating to Control Room or Customer Service Department activities
- Support budgets through efficient use of labor and materials
- Ensure compliance with all aspects of the Pipeline and Hazardous Materials Safety Administration's Control Room Management Rule (49 CFR Part 195)
- Develop/review procedures and training programs
- Lead incident/root cause investigations
- Plan and budget for opex/sustaining capital needs for the Control Center, Customer Service Departments, and staff
- Audit employee activities, identify and correct deficiencies
- Lead audits/inspections (internal, PHMSA)

## Qualifications for regional service manager

- Reach overhead with 50 pound loads, if required, and regularly during work hours
- Understand hazardous communication and safety information

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- Minimum 2 years' experience of Agricultural Machinery service industry
- Minimum 3 years previous customer facing / commercial experience
- Manage overall department performance and completion of annual Performance Evaluations