



Job Description

Position: Service Manager (multiple locations)

Reporting: Reports directly to the President

Purpose: To provide leadership and guidance necessary to manage Barnsco's branch service centers. The Service Manager will build and maintain a highly functional department with competent service technicians and parts counter/support personnel. He is directly responsible for mentoring, coaching, and staffing the service center. As Service Manager this position will organize and schedule all service activities to enable Barnsco to provide the highest level of customer service to both internal and external customers. This position will maintain and monitor the training of all employees to offer dependable mechanical solutions at the highest level possible. This position will ensure all service technicians possess and maintain a high level of competence to repair and maintain both customer and in-house equipment as required. The Service Manager is responsible for the safety of the service technicians and support staff and the maintenance of a clean, safe working environment. This position must be a strong problem solver with excellent organizational skills and possess the ability to prioritize daily activities and meet deadlines.

Duties and Responsibilities:

- Demonstrate Leadership consistent with the Barnsco Core Values
- Provide guidance and mentoring to ensure the department provides the highest level of customer support
- Assist in establishing annual departmental sales and operating budgets
- Advise customers of necessary repair services including estimates of repair cost and time required
- Advise customers of recommendations for preventive maintenance for their equipment
- Research, establish then manage preventative maintenance programs for all company equipment including production equipment and rental fleet. Recommend replacement or additional equipment as needed
- Manage the assignment of all repair work to the appropriate service technicians
- Manage and maintain capacity and resources for the Branch Service Centers to meet the needs of our customers, internal and external
- Oversee the productivity and work quality of the department to ensure efficiency, competence and customer satisfaction
- Review and approve all invoices from vendors as required
- Manage processing of all warranty claims and ensure claims are presented to the supplier
- Control parts inventory to minimize downtime of both customer and in-house equipment while keeping overall parts inventory levels as low as possible
- Manage the maintenance of a clean, safe workplace and demand immediate reporting of all incidents to Safety Personnel and HR
- Manage the recruitment, hiring and onboarding of new service technicians and support personnel while driving accountability within the department and applying discipline with guidance of HR department
- Oversee training of service technicians and support personnel to accomplish fast track improvement of Barnsco's service centers' ability to deliver superior customer service
- Review all customer back charges, coordinate with sales staff so that fair and reasonable settlements can be negotiated then make certain similar problems are not repeated
- Interface and cooperate with Sales Staff to support project management and customer satisfaction

- Provide reports as requested by management
- Perform other duties as required by the President of Barnsco Texas
- Required to work in tandem with Sales Manager to make sure our customers are taken care of

Required Education & Experience:

- 5-7 years experience managing a team(s) of technicians and service personnel in the rental industry
- Excellent verbal and written communication skills
- Exceptional organizational skills with attention to detail and ability to prioritize multiple tasks
- Must be proactive, detail oriented and self-motivated
- High School Diploma/GED required
- Able to utilize computer, software and ERP systems

About Barnsco:

Barnsco Texas, a member of the Kodiak Building Partners family, has been serving the concrete construction markets in Texas since 1984. We are a Texas-based company that offers rebar fabrication, full service post-tension, concrete construction supplies, and engineering services. Additionally, we provide equipment sales, rentals, and maintenance services.

At Barnsco Texas, our core values are at the heart of everything we do. We provide a unique environment that encourages individual growth and recognizes individual performance and hard work. Our management team is visible and accessible, ensuring effective communication. If you are seeking growth opportunities in a stable company, look no further than Barnsco Texas.

Please note that this job description does not imply that the listed duties are the only responsibilities of the employee(s) in this position. Employees will be expected to follow any other job-related instructions and perform any additional job-related duties as assigned by authorized personnel.

Barnsco Texas is an equal opportunity employer. We consider all candidates for employment, regardless of their race, color, sex, age, national origin, creed, disability, marital status, sexual orientation, or political affiliation.