

Job Description: Service Manager

Keith Company is a small company who engineers and manufactures custom high temperature furnaces used in aerospace-, aircraft-, oil & gas-, medical and advanced materials industries.

Job Summary:

The Service Manager will perform a leadership role in developing, implementing and monitoring service plans. Furthermore, the Service Manager will exercise a managerial function in supervising and managing the service staff/department. He'll be in direct contact (onsite and offsite) with customers.

Skills/Qualifications:

- Electrical know how (understand high and low voltage schematics, drives systems, temperature controllers, P&ID loops, basic understanding of PLC programming, phone support and troubleshooting)
- Hands on experience in field service functions is a must
- Blue print reading
- Electrical schematic reading
- Experience with gas burner systems
- Leadership skills
- Experience with: Sage 100, Solidworks, Office 365, Automation Direct PLC, HC900, Allen Bradley, Temp. Controller, Thermal Mechanics, Welding, Safety Certifications
- Experience with ISO 9001 procedures

Operational Duties:

- Service operational objectives
 - Prepare service reports by collecting, analyzing and summarizing data and trends
 - Implement quality and customer-service standards
- Service financial objectives
 - Prepare annual service budgets
 - Initiate corrective actions
- Resolve service issues
 - Organize appropriate and timely service requests
 - Contract with service providers
- Improve service programs
 - Analyze service and support failures
 - Establish PM service plans
- Sales (Small Furnaces)



High Temperature Thermal Processing Systems

ISO 9001:2008 Certified

- Quoting
- Test Equipment prior to Shipment
- Conduct Meetings
- Conduct Presentations (PowerPoint)
- Run Temperature Uniformity Tests per industry standards
- Responsible for Warranty parts Shipments, coordination of returned material for the sites, and vendor repairs of returned material from the field
- Coordinating and planning maintenance events with the customer to ensure high availability and reliability of equipment
- Planning and coordination of field engineering services
- Travel to customers to build relationships, handle emergency troubleshooting and repairs
- Presenting upgrade opportunities to customer
- Supervise field installations
- Reporting back to Engineering about improvement opportunities
- Train customer and staff on new technology/equipment
- Create preventative Maintenance plans
- Develop service procedures and standards
- Keep records and document customer service actions and discussions
- Keep ahead with latest technology

Leadership Duties:

- Help to select, train, assign, schedule and coach service employees
- Mentor field engineers
- Support Sales Manager