

Pollard Windows & Doors

<https://pollardwindows.com/job/service-manager>

Service Manager

Description

Reporting to the Sales Manager, the incumbent we are seeking to join our Service Department is a creative, detail-oriented, and experienced Service Manager. In this role you will be responsible for the smooth operation of our service department for a heightened level of customer satisfaction. This includes leading a team of service professionals to deliver outstanding service experiences while optimizing efficiency and productivity. You will also track performance metrics and handle all requests within established deadlines.

If you have a strategic mindset, leadership skills and motivation to deliver smooth customer experiences, we look forward to your application. We offer a competitive remuneration package, comprehensive health benefits and a positive work culture that promotes collaboration and innovation.

Responsibilities

- Lead and manage the service department, including staffing, training, and performance management.
- Establish and oversee premium service standards and procedures to ensure consistent and efficient service delivery.
- Monitor and evaluate the service team's performance, providing regular feedback, coaching and recognition to drive individual and team excellence.
- Ensure timely and accurate completion of service requests, work orders and documentation, maintaining high attention to detail and quality.
- Monitor and analyze service metrics, such as response time, resolution rate and customer satisfaction and take proactive measures to drive continuous improvement.
- Collaborate with Customer Service Representatives, Sales, and other departments to develop and implement strategies to improve customer satisfaction, increase service efficiency and achieve business objectives.
- Prepare and present regular reports to senior management on service performance, key metrics, and improvement initiatives.
- Proactively identify opportunities for service improvement, recommending and implementing process enhancements.
- Stay updated on industry trends, best practices, and emerging technologies in the service field, continuously seeking opportunities to enhance knowledge and skills.

Qualifications

Required Skills and Qualifications:

- 5+ years of experience in service management or a related role, with knowledge of service management principles, and best practices
- Proficient skills utilizing MS Office Excel, Word, and email applications.
- Demonstrated success in customer service, handling complaints and budget management.
- Proficiency in customer relationship management, software for tracking and monitoring service performance.
- Excellent communication and interpersonal skills, with the ability to build rapport and maintain positive relationships with customers and internal stakeholders.

Employment Type

Full-time

Job Location

1217 King Rd, L7R 3Y3, Burlington, Ontario, Canada

Date posted

March 22, 2024

Valid through

01.04.2024

- Detail-oriented with a high level of integrity and keen sense of accuracy in data analysis and reporting.
- Exceptional problem-solving and decision-making abilities, with a customer-centric approach to resolving service-related challenges.
- A commitment to delivering outstanding customer service and a passion for exceeding customer expectations.

Preferred Skills and Qualifications:

- Experience in implementing service improvement initiatives and managing service quality standards.
- Proven record of achieving service related KPIs and customer satisfaction targets.
- Strong organizational and time management skills, with the ability to prioritize tasks and meet deadlines in a fast-paced environment.

Job Benefits

Pollard Windows & Doors offers an array of Total Rewards to recognize loyalty, longevity, and passion for the work we do:

- Paid vacation entitlements that increase with seniority (subject to eligibility)
- Competitive total compensation package
- Group health and benefits plans (includes medical, dental, and prescription medication, subject to eligibility)
- Pension contributions (subject to eligibility)
- Profit Sharing Program (subject to eligibility)
- Professional development opportunities
- Paid sick leave (subject to eligibility)
- Employee and Family Assistance Program (EFAP)