

Title: Service Manager

Department: Service



SUMMARY

Apply experience in equipment repair to provide customer service; aiding customers in the repair and maintenance of their Steinert Separation equipment either by phone, direct, or through spare part sales.

PRIMARY RESPONSIBILITIES

- Manage the company's spare parts inventory utilizing KanBan and lean thinking principles
- Responsible for the sale and distribution of Steinert US spare parts
- Provide help and advice to customers using Steinert products or services
- Communicate courteously with customers by telephone, email, letter, and face to face
- Investigate and solve customer challenges, which may be complex or long-standing
- Handle customer complaints and warranty claims
- Interface with major suppliers to transfer warranty claims for repayment to Steinert US
- Issue refunds or compensation to customers as necessary
- Keep accurate records of discussions or correspondence with customers
- Analyze statistics or other data to determine the level of customer service Steinert is providing
- Produce written information for customers, often involving use of computer packages/software
- Write reports analyzing the customer service that Steinert provides
- Visit customers to provide a one-to-one service
- Develop feedback or complaints procedures for customers to use
- Develop customer service procedures, policies and standards for Steinert US
- Meet with other managers to discuss possible improvements to customer service
- Train sales staff to deliver a high standard of customer service
- Learn Steinert products or services and keep up to date with changes
- Other duties as assigned.

ADDITIONAL RESPONSIBILITIES

- Commission new equipment at customer sites as required by sales
- Manage the outside service companies that perform work on Steinert's behalf
- Develop, along with the President, the annual operating budget and department goals for service department.
- Aid the sales staff in presenting the technical capabilities of Steinert's products
- Due to small office setting, individual must be willing to aid the company in other functions when required.
- Provide technical training to staff as required

KNOWLEDGE AND SKILL REQUIREMENTS

- Experience managing a capital equipment service organization
- Ability to drive a fork lift or learn
- Ability to Speak Spanish or German is helpful but not required
- Ability to travel to Germany and Australia for technical training
- Experience in scrap metal, waste, and mining recycling helpful
- Associates in Electronics or Mechanical Engineering,
- Five years working repairing or commissioning heavy equipment
- Experience working in a small office, small department, or small company setting
- Work requires willingness to work a flexible schedule and travel up 70% of time

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WORKING CONDITIONS

- Normal for an office & warehouse environment
- Customer On-Site conditions vary dependent upon customer and market that is served
- Small company environment
- Will require technical training in Germany