

LAKESIDE BOTTLING COMPANY POSITION DESCRIPTION

Position Title: Service Manager
Reports To: Sales Manager – On Premise
FLSA Status: Exempt
Last Revised: January 2019

SUMMARY: This position is responsible for the supervision of the installation and maintenance of all post-mix systems, vendors and visa coolers placed by company sales personnel.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Daily supervision of subordinates including planning for and making out daily, weekly and monthly work schedules, allocating workload, monitoring progress to workload, and scheduling overtime as necessary to complete all work.
- Monitors 'on call' pager calls from 6:00 p.m. to 8:00 p.m. daily.
- Performs pre-installation account survey to ensure proper equipment, and designs are ready for time of install.
- Assists in the installation and repair of equipment as necessary. Sets up preventative maintenance schedules and ensures adherence to schedules.
- Keeps inventory record of all equipment placed, sold or leased, by customer, model number, serial number, number of service calls, number of hours spent servicing equipment, etc. Provides report to supervisor as requested.
- Maintains inventory of all frequently used repair parts for equipment and orders replacements as necessary.
- Deliver all equipment needed for special events; arranges for set-up and tear down of equipment.
- Maintains that all certifications are renewed and covered.
- Establishes annual budget for parts, labor and man hours.
- Meets weekly with On-Premise Sales Manager to ensure weekly tasks are covered.
- Conducts monthly departmental meetings to continue employee engagement.
- Conducts quarterly "work with's" with each Service Technician in an effort to provide adequate training and feedback.
- Backs up the position of Service Technician when necessary.

SUPERVISORY RESPONSIBILITIES:

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. The position of Service Technician reports directly to this position.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Service Manager
Position Description
Page Two

Education and/or Experience

Requires education generally equivalent to an Associate Degree plus one to three year's of supervisory experience.

Language Skills

Must possess good oral and written communication skills in order to interact with customers and Retail Account personnel. Must possess the ability to read, analyze and understand training books, electrical diagrams, and schematics. Must possess the ability to compose general business correspondence.

Mathematical Skills

The incumbent of this position must possess the ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute averages, percentages and rates.

Reasoning Ability

During the performance of his/her job duties, the incumbent will need to resolve problems by collecting data, establishing facts and drawing conclusions from a variety of variables, especially when troubleshooting equipment problems and scheduling a changing workload. A basic understanding of blueprints is a plus. He/she must be able to resolve account issues through common sense and courtesy.

Other Qualifications

The incumbent of this position must hold a valid Wisconsin Driver's License and maintain personal auto insurance per company policy. He/she must hold a valid Wisconsin Commercial Driver's License-Class B, C, and D with air brake designation, or be willing to obtain this license per supervisor's request and must be Forklift Certified, or willing to obtain certification. A working knowledge of computers is essential for success in this position. The incumbent of this position will participate in a weekend call rotation. Must promote a positive, professional image of Lakeside Bottling Company and its products and services

Competencies:

To perform this job successfully, the incumbent should demonstrate the following competencies:

Customer Focus – Builds effective relationships with customers, identifies customer expectations, tries to see issues from their point of view; offers practical solutions to problems.

Giving Feedback – Provides timely, accurate, factual information to others about the impact and outcomes associated with their behavior.

Organizing – Puts issues, work tasks, paperwork, and service warehouse in a logical fashion.

Problem Solving – Gathers and analyzes information, identifies goals, explores and selects solutions, implements an action plan, and evaluates results.

Leadership Presence – takes charge of a situation, has others follow his/her leadership, and has a powerful presence.

Planning – Develops a path to a desired outcome including sequence, feedback points, and time estimates.

Service Manager

Position Description

Page Three

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions. The phrases “occasionally,” “regularly,” and “frequently” correspond to the following definitions: “Occasionally” means up to 1/3 of working time, “regularly” means between 1/3 and 2/3 of working time, and “frequently” means 2/3 and more working time.

While performing the duties of this job, the employee is frequently required to talk or listen. The employee will regularly stand, walk, sit, use hands to finger, handle or touch, stoop, kneel, crouch or crawl and use foot/feet to operate machine and will occasionally reach above shoulders, climb or balance and taste or smell. The employee is required to perform lifting of 50 pounds regularly and will occasionally lift up to 100 pounds. Use of a fork-lift will be required occasionally. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

During the performance of his/her duties, the incumbent will utilize a personal computer and printer, Microsoft Office Suite software, telephone, Nextel paging system, calculator, hand truck, small hand tools, powered tools such as drills, grinders and saws, moving dollies, a forklift, company pick-up truck, and company delivery trucks.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee will normally work in an office environment, but will occasionally work in both retail accounts and in the service area. He/she is occasionally exposed to wet, humid conditions (non-weather), work in high, precarious places, fumes or airborne particles, toxic or caustic chemicals, and outdoor weather conditions.

The above statements reflect the general details and functions of this position. They are not to be construed as a detailed description of all the work requirements that may be inherent in the position.