

Service Manager

Kelly RAC specialise in the design, installation service and maintenance of all types of Refrigeration, Air Conditioning and HVAC plant. We currently have a vacancy for Service Manager to join our expanding National Service Division in Ireland.

Key Duties & Responsibilities

1. Responsible for all aspects of the day to day service operations.
2. Liaise with customers ensuring the highest standard of Customer Service.
3. Responsible for resolving customer issues and complaints to ensure customer satisfaction.
4. Management of sales activities and repair quotations.
5. Management of P&L of the Service Division.
6. Overseeing and reporting key performance metrics.
7. Demonstrate Leadership to your team at all times.
8. Responsible for the management of all maintenance contracts including scheduling and invoicing.
9. Responsible for all Health & Safety requirements of engineers.
10. Carry out employee annual reviews providing feedback and objectives.
11. Responsible for all training of employees.
12. Conduct staff meetings on a monthly basis.

Requirements for Ideal Candidate

Excellent business acumen and commercial awareness.
Proven leadership skills and previous management experience essential in the Refrigeration, Air Conditioning, HVAC sectors.
Effective communication skills both written and verbal.
Excellent time management and organisational skills.
Good telephone manner.
Be proficient in Word, Excel etc.
Able to delegate efficiently.
Full drivers licence.

Package

Salary: Negotiable on Experience

For further Company information please visit our website on www.kellyrac.com

Please email your CV to mary@kellyrac.com

Closing date: 31/8/12

