

## **Job Description Service Manager**

Full-Time, Salaried / Exempt

Location - Swanzey, NH

### **Job Summary**

Reporting to the VP of Operations this individual will be responsible for supervising, planning, directing, and organizing the Company's Service Department locally (in Swanzey, New Hampshire) and internationally (Europe and Asia). This includes, but is not limited to, scheduling, training, problem-solving and leading service engineers.

The Service Manager will be responsible for the day-to-day tactical direction, along with the strategic growth of the team.

### **Core Responsibilities / Duties**

- Assists with planning, directing and establishing goals and objectives for the service team, along with our international representative's service organizations;
- Demonstrates a strong emphasis on the service process and execution, accountability and performance;
- Inspires and coaches team members;
- Directs, oversees and approves quotations for parts and service;
- Builds and maintains a continuous improvement culture;
- Manages day-to-day scheduling of service engineers and technicians;
- Provides technical guidance and leadership;
- Drives implementation of new processes / capabilities in support of strategic growth and continuous improvement activities;
- Identifies, documents and oversees departmental metrics for productivity;
- Develops and maintains internal control systems within the Service Department;
- Provides day-to-day support and leadership to service engineers;
- Resolves issues in a collaborative manner;
- Establishes and maintains strong relationships with customers and our global sales / service representatives;
- Assists service engineers, as needed, with troubleshooting and diagnostics;
- Interfaces with all departments as required;
- Provides input in departmental budgeting and monitors performance to budget;
- Responsible for annual employee review process;
- Drives the innovation-minded process through service according to business needs and strategic planning;
- Ability to travel both domestic and international for strategic meetings with customers, representatives, etc.;
- Accessible outside of normal business hours to support global customers;
- Performs other related duties as assigned in accordance with overall job responsibilities.

## **Required Education and Experience**

- Bachelor's degree in engineering or technology, or equivalent job experience;
- Business or service management experience is desired;
- Basic knowledge of optical and/or electronic test equipment, to include some of the following: digital oscilloscope, auto-collimator, interferometer, DVM, chart recorder, frequency analyzer, etc.; along with basic knowledge of metrology (optical preferred);
- Computer proficiency in MS Office Suite.

## **Competencies**

- Exceptional interpersonal skills (written and verbal communication);
- Able to effectively communicate with technical and non-technical partners at various levels within the organization;
- Strong leadership and self-motivated; ability to motivate others;
- Superior organizational skills with strong attention to detail;
- Strong analytical and problem-solving skills;
- Professional demeanor;
- Sound leadership and mentoring skills;
- Comfortable working in a fast-paced environment.

To apply for this position, please send your resume to: [careers@nanotechsys.com](mailto:careers@nanotechsys.com)