

Service Manager	
Job Profile - Position Contract – Agreement to fulfill the accountabilities of the job	
Position Title:	Service Manager (<i>full time, permanent role</i>)
Company Background:	<p>ABEC is a Building and Energy Management System Specialist carrying out new Installations, Upgrades, Maintenance, Energy Management Services and more recently deploying Building Analytics and IoT Solutions.</p> <p>This is a fast-growing company operating in the UK & Ireland and Europe with exciting growth and expansion plans. The main offices are in Tewkesbury and Wokingham with most of the workforce being mobile or remote.</p> <p>The ideal candidate for this role has experience as a Service / Operations Manager in a small to medium sized business. Strategic operational and account management experience is preferred yet the role is certainly ‘hands on’. A dynamic individual who is keen for the role to develop as the business grows is essential.</p>
Purpose of the Role	<p>Take full responsibility for the successful delivery of service works (service contracts, add. works and service projects) within a set region or for several key accounts.</p> <p>The role holds line management responsibility for all team members engaged on the service works within your role. This includes Service Engineers, Service Project Managers, Service Project Engineers, Service Co-Ordinator’s and Service Team Leaders.</p> <p>To take ownership for retaining service contracts, and farm add. works and services from the contracts you are responsible for.</p> <p>To be responsible for the delivery of all service projects within your team.</p>
Division/Department:	Service Department
Location:	
Reports to:	Matthew Litten
Title:	Operations Director
Salary & Benefits:	TBC per annum basic salary + company car or car allowance + target-driven incentive plan (TBC)
Probationary Period:	6 months from start date
Performance Review Date:	6 months from start date
Type of position (FT, PT, apprentice etc):	

Hours of work:	Full time Core hours are 8.45 am – 5.15 pm, Monday – Friday (Full Time)
<u>Duties and responsibilities in this position are:</u>	
Service Manager	
Full-time	
Tewkesbury/Remote/Home Working	
<ol style="list-style-type: none"> 1. Responsible for the successful delivery of the service works. 2. Manage & Support the team for your region / contracts. 3. Be the point of contact for queries, customer complaints and ad hoc issues arising. 4. Meet with our contracted customers as required (monthly, quarterly, six monthly, yearly) to ensure we are delivering the expected levels of service, and maximize new opportunities and other offerings within ABEC with the support of TAM's and AM's. 5. Manage and mitigate risks within the department and ensure that opportunities are identified and exploited where appropriate. 6. Work with the HR manager for the recruitment of engineers in line with business needs, through close liaison with the Sales team to ensure the correct level of personnel to meet the required service works. 7. Drive add. works from the existing contract base, using our engineers to meet their individual and companywide targets. 8. Meet the KPI's for the service business relating to contract retention, engineer productivity, and maintenance extras. 9. Provide reports to clients as required (monthly, quarterly six monthly, yearly) to demonstrate the delivery of the service works. 	
I will achieve the following <u>results</u> in this position:	
<ol style="list-style-type: none"> 1. Achieve a minimum of 90% service contract retention 2. Achieve a minimum of £1:£1 of add. service works 3. Provide reports and set up meetings at the required intervals with our customers to ensure we are meeting their expectations and they are happy with the service we are delivering 4. Build a proactive and knowledge team that support each other 5. Deliver to as sold margins on all service works (service contracts, service add. works and service projects) 	
I will meet these <u>standards</u> while working in this position:	
<ol style="list-style-type: none"> 1. I will always demonstrate the ABEC Core Values. 2. I will continually strive to achieve my results. 3. I will always be a strong advocate for ABEC. 4. I will take ownership and accountability for my team. 5. I will adhere to the highest standards of ethical and professional behavior. 6. I will role model and adhere to the policies and procedures for the business. 	
I already have or will quickly develop the following <u>knowledge, skills and abilities</u> needed for this position:	
<ol style="list-style-type: none"> 1. Excellent written & verbal communication skills. 2. Ability to manage and lead others including third party suppliers / consultants. 3. Ability to take ownership of projects and report upon their progress. 4. Highly motivated and organized. 5. Ability to multitask. 6. Comfortable working as part of a team or on own. 7. Excellent Microsoft Office Skills. 8. Up to date knowledge of HVAC and BMS systems. 	

9. Hands on experience of carrying out the tasks within the service team.

I have the following experience which is needed for this position:

1. Proven experience as a Service Manager / Account Manager.
2. Extensive experience working with the BMS controls industry.
3. Experience managing and motivating a team with mixed roles.

I will meet these other/special requirements for this position:

1. Be on hand to assist team technically out of hours.
2. Be prepared to travel / stay away from time to time for service works I am responsible for.
3. Continue to develop and stay on top of my technical knowledge of BMS systems.

I will follow our Policies and Procedures:

Refer to Employee handbook

I will start work on / This Position Contract is effective from:

Please delete the following Y/N responses as appropriate:

- Y / N I have reviewed and understand this Position Contract.
- Y / N I commit to doing whatever it takes to be successful in this position.
- Y / N I recognize that my remuneration will reflect my success and the company's success.
- Y / N I will always communicate honestly and openly with my employer and colleagues.
- Y / N I will ask for help when I need it.

Reviewed and agreed to by:

Name:

Position Title:

Signature:

Date:

Witnessed by:

Name:

[owner's or manager's name]

Position Title:

Signature:

Date: