



JOB DESCRIPTION

JOB TITLE: Service Manager, Southeast Florida

This position offers a competitive base salary, bonus opportunity and Company vehicle, as well as an attractive benefits plan including: health insurance, a 401(k) with employer match, company paid life insurance, paid holidays, and a competitive Paid Time Off (PTO) program. Ci is an Employee-owned company.

Job Description:

The Service Manager acts as the company representative to customers for the assigned service area and manages a service support team of Radio Frequency (RF) Technicians, an office administrator and other support staff. The manager ensures service center operations are efficient, that appropriate response times and timelines are met, and that the quality of work and customer service meets the highest standards for both demand services and contract services provided. Manager is to monitor all workflow processes and institute changes to maximize efficiency, instilling a culture of continuous improvement and 'putting the customer first'.

This is a role that requires the manager to work proactively without direct supervision.

Main Areas of Responsibility:

- Responsible for maintaining and expanding customer base and relations.
- Responsible for continuous improvement, efficiency and effectiveness of the service center
- Provides leadership, management and development of his/her team
- Responsible for assigned sales.
- Responsible for monitoring and achieving center P&L targets
- Responsible for implementing service center policies in their region
- Responsible for all assigned company physical property, inventory and assets.
- Responsible for service center budget construction and meeting / exceeding fiscal goals

Knowledge, Skills and other Requirements:

- Understanding of customer expectations / requirements
- Fulfills promises to customers
- Pro-active problem solving
- Able to work under pressure
- Self-motivated & target driven
- Good understanding of technical concepts (telecommunications)
- Computer database experience
- Excellent motivational and communication skills
- Forward strategic thinking
- Experience of resource planning and understanding of budgeting
- Able to travel for training & other activities
- Provide recordkeeping as related to time worked, attendance, worker compensation, reprimands and terminations



Education and/or Experience:

- High School Diploma Required
- Associates or Bachelor's degree preferred.
- 5-10 years' experience in Fire Department or Law Enforcement leadership preferred
- Demonstrated work under pressure to achieve assigned goals.
- Motivational Manager.
- Customer driven mindset
- Demonstrated knowledge in Microsoft computer base systems and programs.
- Radio Frequency (RF) communications experience preferred
- Proficient in presenting to small groups of customers

Candidates must pass a pre-employment background check and have a valid Florida Driver's License with an acceptable driving record.

Interested applicants submit your resume to careers@ask4ci.com