

BETTER OUTDOOR
LIVING



SUNCOAST
ENCLOSURES™

Providing Better Outdoor Living through our unique custom designed aluminum enclosures. Suncoast Enclosures offers a screened in outdoor area that allows you to enjoy your outdoors without the sense of being enclosed in an indoor space.

Job Description – Service Manager

Position Overview

Reporting to the Eastern Canada General Manager/ Operations Manager, the Service Manager will be key to maintaining a positive customer experience. The Service Manager is responsible for managing warranty, repair and deficiency issues through effective planning, execution and monitoring of all customer concerns as it relates to service and repair work.

This position performs all the duties and work to support the in the construction of engineered custom designed enclosures made of powder coated aluminum. Working in conjunction with the Operations Manager to schedule and provide updates and status.

Great career opportunity with a growing company. Offering competitive compensation, based on skills and experience.

Duties

- ✓ Ensure all service requests and deficiencies are addressed and completed while minimizing costs.
 - Respond to all Service Calls within 24 hours.
 - Call the customer or visit the service site, to understand the scope of work required.
 - Consult the appropriate build team, to determine remediation.
 - Perform the required service, document and ensure customer satisfaction.
- ✓ Attend and participate in weekly status meetings at the office
- ✓ Window installations
 - Schedule and set appointments for customers waiting for windows.
 - Call 2 days in advance to set up an appointment
 - Collect any outstanding monies when possible
 - Install windows and complete any other service work required.
- ✓ Work closely with Lead Builder in understanding the characteristics of the construction, troubleshooting and repair of custom screen enclosures, Louvered roof systems and retractable screens.
- ✓ Provide Maintenance services as required
- ✓ Clean and prepare working area
- ✓ Use all equipment effectively, economically, safely and for its intended use

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Skills and Qualifications

- ✓ Must have a valid Drivers License
- ✓ Ability to work well in a team and be respectful of all team members
- ✓ Occupational Health and Safety, First Aid, Working from Heights and WHMIS certification is an asset
- ✓ Be prepared to work well under pressure, and be continually improving organization, time management and prioritizing skills.
- ✓ Ability to follow directions
- ✓ Reliability and consistent attendance imperative
- ✓ Ability to communicate effectively
- ✓ Always present yourself, the company, its employees and builders in the best positive way.
- ✓ Do everything possible to ensure the best customer experience. Always remember that customer satisfaction is top priority. You are the face of the company.
- ✓ Minimum requirement Monday - Friday 8 hours per day .
- ✓ Be prepared to work well under pressure, and be continually improving organization, time management and prioritizing skills.

Working Conditions

Work is outdoors and has varied hours depending on the demands of the project. As with many careers in construction, there are peak periods that will require you to work overtime and periodic out of town travel.

As with all careers in the construction industry, safety is the top priority. You will be required to wear special equipment to protect against injury.

Vehicle for transportation from the office to the job site is provided as well as all tools. Generally the work is on residential sites however, during home show season, installation of enclosures will be required on commercial sites. The job is physically demanding, you will be required to work on ladders and heights, you will have to work with power tools, lift heavy materials and kneel or crouch for long periods of time.

Experience

Although on the job training is required for this position, candidates with previous work experience in general construction, carpentry, or framing are preferred.

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