

## Service Manager - Ipswich

A great opportunity has arisen for a new Service Manager to join our Ipswich Branch. This is a challenging role, managing the operational and strategic aspects of the Service and Maintenance Department of the Ipswich branch.

### Main Responsibilities:

- Ensure that reactive and planned service calls, remedial works and maintenance visits are carried out efficiently, effectively and in accordance with legislation to meet the client's satisfaction.
- Ensure the financial targets of the department are achieved or exceeded.
- Develop new, and maintain existing client relationships and contracts.
- Responsible for the department budget.
- Manage, motivate and develop engineers and administrative staff to ensure effective and productive work flow and delivery of a high level of service.
- Be responsible for workforce planning and recruitment.
- Provide technical advice and assistance to engineers and clients including site visits as and when required to support or resolve on site issues.
- Ensure that all Safety, Health and Quality processes and systems are followed by the department.

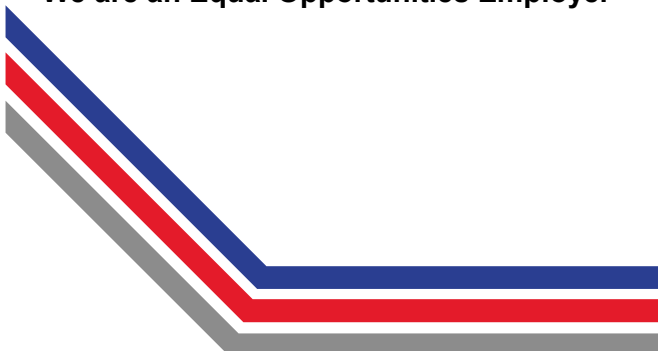
### Criteria:

- Previous experience as a fully competent senior Refrigeration and Air Conditioning Service Engineer with strong technical skills is essential.
- Experience as a Service Manager or supervisory role within the industry would be preferable.
- Commercial awareness and the proven ability to develop business for the department.
- Confident, personable and able to foster positive relationships with clients and colleagues at all levels.
- Excellent time management skills, with ability to plan ahead as well as react quickly and re-prioritise at times of customer demand.
- A passion for and ability to deliver high levels of customer service.
- Demonstrate ability and confidence to manage teams, some of whom will be remote.

We offer a competitive salary with bonus structure and a company car.

To apply for this role, please complete an application form and email or post it to us. The application form can be found on the Careers page of the Adcock website.

### **We are an Equal Opportunities Employer**



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