



## **Employment Opportunity**

**Job Title:** Service Operations Manager

**Accountable to:** Sales & Service Manager

We are currently recruiting for a **Service Operations Manager** to join our growing team. This is a full time, permanent opportunity, based in Newry, Co. Down.

Reporting to the Sales & Service Manager, the successful candidate will oversee the service team, develop and implement service procedures and maintain strong customer relationships. This is an excellent opportunity for the right person to develop their career into a key role for a progressive engineering company.

The ideal candidate needs to be pro-active, can work on their own initiative and can bring a positive mindset to the department. The Company is keen to build a dynamic team around the successful candidate and will continue to invest in the department as it expands its service business north and south of the border.

### **Main Responsibilities:**

Manage, plan and coordinate the service department by:

- Delegating and directing service tasks, monitoring the progress of current projects, and managing and motivating service team members to ensure the team's objectives and goals are met.
- Manage the operation of site engineers and sub-contractors on service contracts including planned and emergency response work.
- Oversee service engineers in the response to out-of-hours call-outs when required.
- Become knowledgeable and technically competent with FME product range of pumping and wastewater treatment equipment.
- Maintain strong customer relationships and improve response times.
- Maintain strong relationships with manufacturers, dealers, and sales representatives.
- Maintain a strong working knowledge of industry regulations, restrictions, and laws, ensuring the company's adherence to these regulations, and remain updated on the industry's standards and new innovations, materials, tools, and processes.
- Assist with administrative tasks, such as managing and updating invoices, processing new orders, and tracking inventory when needed.
- Oversee the management of key accounts and contracts in accordance with the customers procedures, reporting and KPI requirements.
- Resolve any service problems and customer complaints.
- Create and present regular reports to senior management.
- Instruct customers on equipment operation, care and maintenance.

- Ensure effective communication, consultation and coordination internally within the company and externally with customers.
- Contribute to the development and improvement of the department by suggesting and embracing new techniques, technologies and ideas and helping put them into action.
- Foster the Company ethos to 'Inspire, Innovate and Excel at everything it does.'

**The above list of duties must not be considered comprehensive. They are a summary of the main responsibilities that the successful candidate will be required to undertake.**

## **Education / Experience:**

- Essential - Experience in a Service/Operations management position.
- Essential - Strong man-management and organisational skills.
- Essential - Demonstrate strong communication skills and ability to multitask.
- Essential - Competency of common office software (Outlook, Word, Excel etc or similar).
- Essential - Full clean driving license.
- Essential - Capacity to manage and prioritise a high volume of work that requires completion within tight timeframes.
- Desirable- Industry knowledge desirable.
- Desirable – Mechanical/electrical experience.
- Desirable- Engineering experience/qualification.
- Desirable - Competence in accounts/sales software (Sage, CRMs, databases etc).
- Desirable - CSR Card.

The successful candidate will receive benefits including:

- 33 days holidays with 1 additional day every 5 years continuous service
- Health and Well-being Plan
- On-site free car parking
- Employee training and development programme
- 37.5 hours per week, early finish every Friday – 3.00pm
- Access to company pool vehicle
- Company pension
- Westfield Health Plan
- Life Insurance Cover

**If you feel suited and are attracted to this role, please send your CV to [jobs@fmenvironmental.com](mailto:jobs@fmenvironmental.com)**