



Service Manager Job Description TEMPLATE

We are searching for an experienced, energetic Service Manager to join our team. In this role, you will be responsible for managing customer interactions and ensuring customers receive the best service. You will oversee the organization's service department, ensuring its efficient, smooth-running operation.

The candidate should have excellent communication and interpersonal skills. You should have strong attention to detail and be well-organized. You should also be able to work well with others and have experience working in the services industry.

Service Manager Responsibilities

- Support the organization's daily service department
- Daily interaction with customers providing exceptional customer service
- Respond to service and repair requests
- Coordinating job tasks and work duties with the service team to ensure service work is completed on time and with excellent results
- Maintain a strong knowledge of the organization's policies and procedures
- Enforce service department policies and ensure compliance
- Reporting, as needed

Service Manager Requirements

- Bachelor's degree in business, business administration, or a related field
- Service industry experience
- Leadership skills
- Strong industry knowledge
- Excellent communication and interpersonal skills
- Strong time management skills
- Well-organized
- Critical thinking and problem-solving skills