



WAGNER EQUIPMENT CO. Job Description

JOB TITLE: Field Service Manager
DEPARTMENT: Field Service
REPORTS TO: Service Manager or Branch Manager

Job Code: 103

Full Time **Supervisory** **Exempt**
Part Time **Non-Supervisory** **Non-exempt**

POSITION SUMMARY

The Field Service Manager is responsible for the efficient and profitable operation of the field service department; advising and making recommendations to the Branch/Service Manager with respect to the best interests of the company wherever field service department activities are involved.

Direct Reports: Some or all of: Field Service Dispatchers, Journey Technicians, Resident Field Service Technicians, Service Clerk, Field Service Clerk, PIP/PSP Technicians, and Service Writers

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Administrative:

- Oversees all the clerical needs and maintains the paper flow, including all invoicing, customer feedback, and calling for P.O. numbers.
- Ensures all warranty invoicing to internal and external customers is completed
- Supplies all documents and reports needed to the Service or Branch Manager
- Develops and manages yearly budget for the Field Service operation
- Maintains and supplies all truck administrative paperwork, safety requirements and DOT records as necessary to keep the fleet trouble free.
- Work closely with the Branch/Service manager in policy matters as it pertains to the field service operations.

Organizational:

- Consults with the Branch/Service manager in reaching an agreement on annual departmental objectives and carry out programs in order to reach the set objectives
- Collaborates with the WTI Service Training Manager to schedule field technicians into respective schools and classes available to ensure technicians have current and necessary skills

Interpersonal:

- Provides any safety equipment and training to all field service technicians as needed
- Works with customers to resolve concerns and about service work

Sales:

- Provides easy to read and accurate quotes to internal and external customers and PSR'S in order to sell hours in the field service department.
- Recommends the most cost affective repair procedure and guideline to all customers and PSR's.

Technical:

- Applies working knowledge of Caterpillar systems to include basic mechanical and elect, and hydraulic systems

- Plans any long term and short term truck equipment and tooling purchases and makes recommendations to the Branch/Service manager.
- Handles and executes warranty in the best interest of the company and works with the warranty specialist regarding any special warranty situations.
- Makes long and short range plans on equipment and facilities requirements and makes recommendations to the Branch/Service Manager.
- Maintains and executes good housekeeping and safety in the work area for the best possible image of the company and safety of the employees

Supervisory:

- Hires, trains, and directs the work of all field service personnel to efficiently perform at the highest level possible
- Conducts performance reviews for all Field service technicians and administrative employees.
- Encourages the adherence to the company Principles in Practice and Core Values, and other company policies and guidelines.

ESSENTIAL JOB REQUIREMENTS

Minimum Education Required: High School Diploma or GED; some college or trade school preferred

Minimum Experience Required: Five or more years experience as a technician

Experience Defined: Basic (1-3 yrs) Intermediate (3 – 5 yrs) Advanced (5+ yrs)

Administrative / Clerical - Intermediate
 Customer Service - Advanced
 Sales - Intermediate
 Supervisory/Mgmt - Intermediate
 Technical or Mechanical-Advanced
 (Machine Service/Maint)

Certificates, Licenses and Registrations Required: N/A

Required Skills and Competencies

Organizational Skills	Telephone Skills
Communication Skills	Safety Knowledge
Math Skills	Reading / Writing Skills
Product Knowledge	Reasoning Skills

Computer Skills

Microsoft Word - Intermediate
 Microsoft Excel - Intermediate
 Microsoft PowerPoint - Basic
 Microsoft Access - Basic
 DBS- Advanced
 Wynne - Intermediate
 ET / SIS /
 SIS Web / STW - Intermediate

ADDITIONAL INFORMATION

Working Conditions

Noise Environment Quiet Moderate Loud
Indoors Outdoors Both

Physical Requirements (Checked requirements indicate **more than 1/3 of the time spent on the job**)

Standing Sitting
Walking Use of Hands
Talking Hearing
Weight / Lifting None 1-25 lbs 26-50 lbs More than 50 lbs

Travel Requirements:

None 1-25% 25-50% 50-75% 75-100%

Other relevant information you want included in this job description:

- Ability to gain the working knowledge of computer systems as it relates to Wagner operating systems and Caterpillar SIS and STW and other operating systems as it relates to the field service area.
-

Limitations and Disclaimer

This job description is intended to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. Wagner Equipment Co. will reasonably accommodate individuals with disabilities.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently.