



SERVICE DEPARTMENT MANAGER
Reliant Fire Apparatus, Inc. – Slinger, WI

Reliant Fire Apparatus, Inc. (www.reliantfire.com) is currently seeking applicants for the position of service department manager at our repair facility located in Slinger, WI. Reliant Fire is currently in the process of starting its first service repair center and is seeking the right individual to help implement and execute day-to-day operations of this service repair center.

Reliant Fire Apparatus is the sole provider of Pierce Manufacturing (www.piercemfg.com) fire apparatus in the Southern Wisconsin and Iowa and also represents brands of fire and rescue components and tools such as EJ Metals (www.ejmetals.com) and Genesis Rescue Systems (www.genesisrescue.com). As the provider of this equipment Reliant Fire is expanding our current sales operations to include service of these components to better serve our customer base and support our product offerings.

Reliant Fire is looking for a motivated individual to join our team at our service center in Slinger, WI to help develop and grow our service repair center. Your day-to-day operations will include coordination and scheduling of repairs and technician(s), developing plans and coordination of shop supplies and suppliers, completing written repair orders and documenting services performed, and customer interaction to assist with troubleshooting and repair assistance. At times, the position may also require assistance to service technician(s) with troubleshooting, diagnostics, and repairs when deemed necessary by workload.

Your primary responsibilities will include:

- Scheduling of customer appointments for service of apparatus and components both at the Slinger, WI facility as well as scheduling of mobile repair technician(s).
- Develop and coordinate relationships with suppliers for repair shop necessities to ensure operations of the repair facility.
- Develop daily procedures for a newly opened repair facility and provide recommendations for operations.
- Establish customer relationships and build customer trust and confidence in the newly opened repair facility to ensure customer satisfaction.
- Daily interaction and communication between service technician(s) and parts and sales personnel to enhance customer satisfaction.
- Completing written repair orders and documenting services performed.
- Provide verbal technical assistance to customers requiring guidance on minor repairs or assistance.
- Provide assistance with troubleshooting, diagnostics, and repair of apparatus when work load exceeds the capability and scheduling of service technician(s).
- Provide support for service technicians using resources such as product manuals, schematics, etc.
- Monitor service technician performance, hours, and quality of work performed.
- Maintain a clean and organized shop for a conducive and well represented work environment.

Individuals interested in this position should possess the following requirements and skills:

- High school degree or equivalent and additional education or experience in the related field of heavy duty truck service.

- Experience with mechanical and electronic components and the desire to continue education on various components.
- Experience with scheduling and customer interaction management.
- Ability to effectively communicate with customers and interact to provide a positive customer experience.
- Knowledge and experience with the use of computer based diagnostic programs.
- ASE and/or EVT Certifications are not required but are preferred.
- Ability to successfully complete a full background check including a good driving record.
- Commercial driver's license (Class B) or the commitment to obtain one within 60 days of employment.
- Positive attitude and desire to help establish, develop, and grow a new business segment.
- A sincere desire to be a team member in a family style environment where everyone is treated with honesty, integrity and respect.

Additional desirable qualities are:

- Good knowledge of and use of fire apparatus.
- A passion for public service with the knowledge that will save lives and property.

Training on product specific components will be provided upon hiring and annual training will be provided to ensure proper knowledge of fire and emergency equipment. Product training on Pierce products such as suspension systems, electrical systems, pump components, etc. will be provided through service classes and schools by the respective manufacturer to best learn and understand the product that the technician will be servicing and troubleshooting.

Each applicant will be required to provide their own basic hand tools. Additional heavy repair tools or product specific tools will be provided by Reliant Fire Apparatus. Diagnostic equipment such as a laptop computer, software, etc. will be provided by Reliant Fire.

Benefits include;

- Competitive wages
- Paid holiday vacation
- 401(k) retirement program
- Earned Paid Time Off
- Health insurance
- Dental insurance
- Vision insurance
- Assistance with approved continuing education
- Daily opportunities for different challenges due to various components and product types
- Family business atmosphere where each employee is treated as a valuable member of the team

For more information please contact Reliant Fire Apparatus, Inc. at (262) 297-5020, by emailing at info@reliantfire.com, or by visiting www.reliantfire.com.