



Reliant Fire Apparatus, Inc. Job Description

Reliant Fire Apparatus is an Equal Opportunity/Affirmative Action Employer

Summary: The position of the Fire Apparatus Service Department Manager within the service center department of Reliant Fire Apparatus, Inc. will be under the general supervision of the company executive officers. The Fire Apparatus Service Department Manager will be expected to assist in continued development and growth of a high-level service repair center, promotion of the service center, and supervision of the daily activities and performance of the service center.

These tasks will involve, but not be limited to, communication with service center customers and customer follow-ups, 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 interactions, and promotion and growth of the service center customer base.

Essential Duties and Responsibilities: The position of Fire Apparatus Service Department Manager within the service department of Reliant Fire Apparatus, Inc. will include the following essential duties and responsibilities, at a minimum, with other duties available for assignment based on situations.

The below are intended to describe the general nature and level of work being performed by people assigned to this job classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

- Scheduling of customer appointments for service of apparatus and components both at the Slinger, WI facility as well as scheduling of mobile repairs.
- Communicating scheduling to customers and communicating with customers after a service has been performed to ensure customer satisfaction
- Communicating scheduling to service technicians and verifying service technician preparedness for scheduled repairs
- Develop and coordinate relationships with suppliers for repair shop necessities to ensure operations of the repair facility
- Develop daily procedures for a repair facility and provide recommendations for operations
- Establish customer relationships and build customer trust and confidence in the repair facility to ensure customer satisfaction
- Daily interaction and communication between service technician(s) and parts and sales personnel to enhance customer satisfaction
- Reviewing and completing written repair orders and documentation of services performed by service technicians
- Provide support for service technician(s) 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 productive and well represented work environment
- Ensure service facility is filled with work to keep operation at full potential
- Seek new service opportunities that are cost effective
- Resolve and follow-up on customer issues or discrepancies relating to service performance
- Create and maintain a positive work environment that encourages employees to learn and excel at their tasks



- Monitor and strive to improve service department profitability
- Review, develop and enforce safety procedures
- Greet and process all service department customers
- Receive and monitor incoming service department telephone calls
- Review all repair orders from open to close
- Maintain department schedules and planning
- Coordinate pickup and delivery of all equipment and vehicles, if required
- Coordinate and execute material for service and production jobs
- Assist in ordering and maintaining inventory of department supplies
- Ensure service and technical telephone calls have coverage and are being addressed in adequate time
- Ensure service area is kept neat and organized at all times for professional appearance
- Communicate with the Company Executive Officers
- Keep accurate maintenance records, customer contacts, and repair history
- Keep up to date on latest field upgrades, campaigns, etc.
- Work with warranty department to schedule and perform warranty repairs to meet customer expectations with agreed upon solutions with warranty department
- Lead by example in areas of personal character, commitment, organizational skills, and work habits for the service department
- Maintain contact with customers and work to ensure positive, healthy relationships
- Maintain contact with all applicable vendors/brands represented to ensure a professional and healthy relationship
- Demonstrate ability to interact and cooperate with all company employees
- Work daily to promote Reliant Fire Apparatus' branding, including its vision, mission and image
- Maintain a neat and organized work area at all times for professional appearance

Supervisory Responsibilities: This job position has supervisory responsibility over the Reliant Fire Apparatus Service Technicians.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school diploma or general education degree (GED), mechanical aptitude, experience with scheduling and customer coordination is preferred, ability to communicate effectively with customers and employees, ability to maintain organized records and information. Experience with computer software systems and ability to learn new systems for work order management and reporting.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports, and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.



Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual should have knowledge of Internet software and the Microsoft Office Suite of products. Knowledge of basic office equipment should include: Internet and email, copy and fax machines, calculator and telephone. Ability to routinely utilize software systems for all documentation and aptitude to learn new systems.

Certificates, Licenses, Registrations: A current Wisconsin driver's license and proof of auto insurance are required. Commercial driver's license (Class B) or the commitment to obtain one after employment. Pre-employment drug test and random drug and alcohol testing will be required.

Equipment:

- Will be provided with company required computer and software systems for operation within the service center

Knowledge Skills and Other Abilities:

- Ability to review and understand past and current work orders and apparatus maintenance logs
- Use of computerized systems to monitor, document, and process work orders for invoicing
- Ability to effectively communicate and interact with customers to provide continual updates on unit status
- Ability to effectively communicate and interact with employees to provide updates and direction on scheduled hours
- Driving of Class B apparatus on premise and/or in the service building
- Driving of Class B apparatus to or from or at a customer location
- Ability to get along and work effectively with others
- Ability to be a good team member in a family style environment where everyone is treated with honesty, integrity and respect

Physical and Emotional Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently, required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee must be able to lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually loud. The employee works near moving mechanical parts and is exposed to fumes, particles and toxic or caustic chemicals. The employee occasionally works in outside weather conditions and is exposed to wet, hot and/or humid and cold conditions.