



Reliant Fire Apparatus, Inc. Job Description

Employee's Name: _____
Job Title: Service Director
Department: Reliant Fire Apparatus, Inc. Service Center
Reports To: Company Executive Officers
Prepared By: Reliant Fire Apparatus, Inc.
Prepared Date: December 2nd, 2024

Summary: The position of the Service Director 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 Director will be expected to facilitate the development, growth, and overall operations of Reliant Service as a whole. This entails overseeing multiple service locations within our territory as well as acting as a “Service Salesman” within our region maintaining and gaining customer relationships within the service umbrella.

This includes, but not limited to, the promotion of the service centers, and supervision of the service managers, and the profitability and market share of Reliant Service as a whole. The Service Director’s primary responsibility will be forward planning to set Reliant Service up in a proactive stance via service policies, procedures, and best practices instead of a reactive habit. This position will also facilitate the primary service liaison between all major OEMs and the Service Department.

Essential Duties and Responsibilities: The position of Service Director 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 the person being 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.

- Oversees multiple service locations within a given geographical territory
- Acts as a “Service Salesman” within their region, traveling to customers, gaining new business.
- Assist service managers with large projects which may be beyond the scope of their abilities.
- Periodically contacts customers via phone or in person, with the intent to learn what we did well or where we fell short.
- Develop paths for improvement within the region.
- Take point in deciding where service growth is appropriate
- Assists in locating resources such as personnel, buildings to lease, vehicles, etc
- Assess financial data for the service departments
- Monitor and strive to improve service department profitability
- Identify service center deficiencies and create and implement practices to correct
- Work closely with sales reps on new deliveries and making sure all new delivery issues are resolved within acceptable timeframe
- Review and establish service contracts
- Participates in weekly service calls with service managers
- Acts as the escalation path to Pierce Customer Service Management and other OEMs



- Audit work orders to determine routes for improvement
- Is direct supervisor to all Service Managers
- Develops and implements best practices and service procedures universally across all centers
- Step in as Service Manager if needed when a Manager is on PTO
- Review and enforce down with Service Managers the monitoring of service technician performance, hours, and quality of work performed
- Review and enforce down with Service Managers the timely closing of work orders and customer communication
- Step in on all unhappy customer service interactions to correct current issues and mend relationships
- Review and manage overall service budget
- 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
- Review, develop and enforce safety procedures
- Review service centers schedules and planning to verify work load at each service facility is at capacity and coordinated properly by the Service Managers.
- Take the lead on all refurbishments in the quoting, booking, completion, and review process.
- Communicate with the Company Executive Officers
- Keep up to date on latest field upgrades, campaigns, etc.
- Work with warranty department to make sure all warranty guidelines are met and support in justification.
- Set yearly pricing for all service centers
- 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 Department as a whole, directly managing Reliant Fire Apparatus Service Managers and indirectly those managed by the Service Managers.

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
- Experience reviewing profit and loss sheets to assess financials
- Experience managing others with an emphasis on managing numerous facilities
- Strong computers skills to review and audit all happenings in the service department
- Ability to effectively communicate and interact with customers
- Ability to effectively communicate and interact with employees
- 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.

Acknowledgements: I have reviewed and understand the above job description and believe it to be accurate and complete. I also understand that the company retains the right to change this job description at any time. I also understand that this job description is not a contract for work.

I certify that I possess all of the “Essential Requirements” of the job outlined herein, except as noted here (If none, so state): _____

I certify that I am fully capable (with or without a reasonable accommodation) of performing all of the essential functions documented herein, and I do not have a physical or mental disability that would jeopardize the health and or safety of my co-workers.

- I do not require an accommodation in order to perform the essential functions of this job as indicated in this job description.
- I require an accommodation in order to perform the essential function of this job as indicated on this job description. The accommodation I require is: _____

I understand, and fully agree, that this job description does not constitute a written or implied contract for employment and that my employment relationship with the company is “at will,” for an unspecified duration, and may be terminated at any time by me or the company.

I understand that the benefits I have been offered at time of signature, which may be subject to future changes by the employer, are to include:

- Competitive wages
- Paid holiday vacation
- 401(k) retirement programs
- Earned Paid Time Off
- Health insurance
- Dental insurance
- Vision insurance
- Life insurance
- Long term disability insurance
- Assistance with approved continuing education

Disclaimer: The above statements are intended to describe the general nature and level of work being



performed by people assigned to this 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.

Signatures: I understand and accept the above.

Employee's Signature

Date

President' Signature

Date



Measures of Performance: The Service Director shall be considered to be performing in an acceptable manner when the following have been accomplished:

1. *Ethics* – Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
2. *Interpersonal Skills* – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
3. *Teamwork* – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Listens and responds constructively to other team members' ideas; Offers support for others' ideas and proposals; Is open with other team members about his/her concerns; Expresses disagreement constructively.
4. *Dependability* – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.
5. *Adaptability* – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent changes, delays, or unexpected events.
6. *Attendance/Punctuality* – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
7. *Quantity* – Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
8. *Quality* – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
9. *Planning/Organizing* – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
10. *Safety and Security* – Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
11. *Technical Skills* – Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others; Effectively applies technical knowledge to solve a range of problems; Possesses an in-depth knowledge and skill in a technical area; Develops technical solutions to new or highly complex problems that cannot be solved using existing methods or approaches; Is sought out as an expert to provide advice or solutions in his/her technical area.