

Job Description

Job Title: Service Supervisor

Date Created: March 2021

Reporting to: Service Manager

Location: Leeds / Bath

Rev No. 2

Revision Date: 14/5/2021

Position Summary

Reporting to the Service Manager, the position of Service Supervisor is part of a team responsible for delivering a first-class field service response to our customers through the management and development of the Field Service Personnel.

Primary Responsibilities

1. Work with the Service Manager to develop departmental processes and procedures in line with the businesses Lean and Continuous Improvement principles.
2. Assist the Service Manager with creating accurate business forecasts.
3. Ensure that health and safety policies and procedures are adhered to and a culture of safe working is followed. This includes conducting safety audits on Field Service Personnel and ensuring any actions resulting from the audit are closed.
4. Plan, co-ordinate and supervise onsite retrofit and outage works ensuring all scopes of work are completed in a safe and efficient manner.
5. Receive service requests by phone and email from customers and give advice and recommendations where appropriate.
6. Provide technical advice to customers.
7. Co-ordinate the completion of engineering site survey's utilising appropriately trained Field Service Personnel.

8. Oversee the Field Service Personnel workload and source additional resources as required.
9. Co-ordinate the successful completion of all onsite works resulting from a service bulletin.
10. Ensure Field Service Personnel reports including supporting documentation are received in a timely manner, review and advise invoice instructions to the team administrator for processing.
11. Arrange and carry out customer visits to ensure customer satisfactions and develop new service business in line with corporate direction.
12. Attend site progress meetings when required.
13. Arrange the hire/sub-contracting of required equipment and services to ensure completion of onsite works.

Secondary Responsibilities

1. Conduct performance conversations of direct reports.
2. Identify training needs and manage the development of the Field Service Personnel.
3. Review and approve Field Service Personnel timesheets
4. Review and approve Field Service Personnel expenses
5. Manage and approve Field Service Personnel holidays
6. Manage the calibration process of service tooling.
7. Manage Spares stock and Field Service Personnel tooling.
8. Undertake and/or Complete training courses on new products or working methods.
9. Participate in the recruitment and disciplinary issues within your team.

Candidate Specification

Functional/Technical Competencies

1. Technical qualification in Mechanical or Mechanical/Electrical Engineering
2. Experience that is relevant and from a commercial background
3. Knowledge of or capability to learn about valves, actuators and digital control systems.
4. IT proficient – service software and Microsoft Office.
5. Excellent interpersonal skills and communication – both written and oral
6. Conscientious and self-motivated with the ability to work to deadlines with minimum supervision
7. Organised/structured approach to enable a coordinated response to achieve all aspects of work demands
8. Good attention to detail
9. An ability to deal effectively with difficult situations
10. Flexible attitude to working extended hours when needed
11. Willingness to progress and develop

Core Competencies

Primary:

1. **Leading and Supervising** – leads, manages and develops the Service Department to deliver results. Demonstrates an ability to work effectively as part of a multi-disciplined management team.
2. **Principles and Values** – creates a positive working culture leading by example, motivating the team to work effectively; exhibiting and articulating management values and the company's goals.
3. **Deciding and Initiating Action** – takes responsibility for actions, projects and people; takes initiative and works under own direction; initiates and generates activity and introduces changes into work processes; makes quick, clear decisions which may include tough choices or considered risks.
4. **Planning and Organising** – sets clearly defined objectives; plans activities and projects well in advance and monitors performance against deadlines and milestones. Identifies and organises resources needed to accomplish tasks.

Secondary:

1. **Persuading and Influencing** – demonstrates skills in negotiation, coalition building and handles objections with confidence and empathy.
2. **Presenting and Communicating** - ability to convey ideas and information (verbally and in writing) simply and convincingly.
3. **Writing and Reporting** - writes convincingly and clearly. Writes in a well-structured and logical way.
4. **Expertise and Technology** – applies specialist and detailed technical expertise; uses technology to achieve work objectives; develops job knowledge and expertise through continual professional development.
5. **Analysing** – analyses data and all other sources of information, probes for further information or greater understanding of a problem; makes rational judgements from the available information and analysis.
6. **Delivering** – focuses on customer needs and satisfaction. Monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves project goals.
7. **Relating and Networking** – easily establishes good relationships with customers and staff; relates well to people at all levels; builds wide and effective network of contacts.