

Title – Service Manager

Job Description

FLSA Status: Exempt

Salary Range: \$100,000 plus Commission

Location: Onsite and Offsite

Summary as of February 5, 2025

Keith Company engineers and manufactures state-of-the-art industrial furnaces, kilns and ovens that are sold to domestic and international customers. We are currently seeking a Service Manager to join our team.

Reports to the CEO.

Job Summary:

The Service Manager will perform a leadership role in developing, implementing and monitoring service plans. The Service Manager will exercise a managerial function in supervising and managing the service staff/department. He/she will be in direct contact (onsite and offsite) with customers.

Skills/Qualifications:

- Electrical know how (understand high and low voltage schematics, drives systems, temperature controllers, P&ID loops, basic understanding of PLC programming, phone support and troubleshooting)
- Hands on experience in field service functions is a must
- Experience with gas burner systems
- Leadership skills. Help to select, train, assign, schedule, and coach service employees. Mentor field engineers, and support sales manager.
- Experience with: SolidWorks or similar, Office 365, PLC, Honeywell, Allen Bradley, Temp. Controller, Thermal Mechanics, Welding,
- Experience with ISO 9001 procedures is preferred.
- Good communication skills with staff, vendors, and customers.

Operational Duties:

- Service operational objectives
 - Prepare service reports by collecting, analyzing, and summarizing data and trends
 - Implement quality and customer-service standards
- Service budget quota objectives
 - Manage annual service department
- Resolve service issues
 - Organize appropriate and timely service requests
 - Contract with service providers
- Improve service programs
 - Analyze service and support failures
 - Create preventive maintenance (PM) service plans

- Sales (Small Furnaces)
- Quoting
- Test Equipment prior to Shipment.
- Run Temperature Uniformity Tests per industry standards (AMS 2750).
- Responsible for Warranty parts Shipments, coordination of returned material for the sites, and vendor repairs of returned material from the field.
- Coordinating and planning maintenance events with the customer to ensure high availability and reliability of equipment.
- Planning and coordinating of field engineering services.
- Travel to customers to build relationships, handle emergency troubleshooting and repairs. Travel may require for less than 20% for customers and vendors onsite visit.
- Presenting upgrade opportunities to customers.
- Supervise field installations.
- Reporting back to Engineering about improvement opportunities.
- Train customers and staff on new technology/equipment.
- Develop service procedures and standards.
- Performs other duties as assigned.

Education, Experience, and Licensing Requirements:

- At least 5 years of work related experiences or Bachelor's degree in Engineering preferred.

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer. Standing, climbing, or kneeling is necessary to evaluate large mechanical structures.
- Must be able to lift 30-40 pounds at a time.
- Must be able to access and inspect all areas of the facility.

Work Environment and Benefits:

This job is suited for somebody who enjoys working in a small team for customers in the aerospace, aircraft, medical and energy sectors.

We offer a challenging, creative, and service-minded working environment. The vast majority of our staff have a long tenure with our Company and have a strong sense of accountability. We welcome our new staff members the opportunity to feel at home with us too.

We provide a comprehensive benefits package including health insurance and a 401k plan with 4% company match.

Our HR Department (QCHR) will reach out to qualified applicants to start the interview process.

*EOE, please no recruiters.