

## MANAGER OF TECHNICAL SERVICES – LABOR GRADE 38

Job Title: Manager of Technical Services

FLSA Status: Exempt

Department: Technical Services

Reports To: Vice President of Global Sales  
and Technical Services

Prepared By: \_\_\_\_\_  
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Date: \_\_\_\_\_

Approved By: \_\_\_\_\_  
Ricardo Abud, President

Date: \_\_\_\_\_

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### **GENERAL CHARACTERISTICS**

This position is responsible for the operations and supervision of the Technical Services Department, including field service, call center, machine test and training for all product lines. Responsible for servicing all CMD equipment in all customer locations, globally. Maintains and improves CMD's 24-hour service support to all customers. The position manages this group to fulfill customer expectations, upholding customer loyalty as the highest priority. This position manages department-level profit and loss, and assists the Vice President with annual budgeting. This is an exempt position that may require in excess of a 40-hour week in order to effectively carry out the listed job duties.

### **QUALIFICATIONS REQUIRED**

A Bachelor's Degree in a technical or business field or equivalent, plus a minimum of five years of experience in a technical or service industry. A high technical aptitude is required. Must have systematic problem-solving skills, ability to address immediate problems and work in parallel towards longer-term root-cause analysis. Must have a passion for safety. Must be able to develop and maintain excellent customer relationships. Must be able to travel globally on short notice, with extended visits possible including weekends and holidays. Excellent interpersonal, negotiation, leadership and customer-relations skills are essential.

### **ESSENTIAL DUTIES**

- 1) Responsible for all operations of the Technical Services Department, globally. Creates and staffs new service groups at remote locations, as needed to meet customer and market needs. Oversees in-house service functions, as well as all services being performed at customer locations. Takes proactive measures to ensure machinery operates according to customer expectations. Ensures that customer issues are addressed efficiently and promptly. Oversees the staffing and function of CMD's 24/7 Service Call Center. Maintains good relations with all customers and provides excellent service, on a global basis.
- 2) Coaches, reviews and promotes direct reports. Responsible for department staffing (e.g., scheduling, total employment, and resolving conflict in a fair and just manner). Creates and maintains a positive environment of highly motivated and capable Technical Service staff. Organizes work to provide optimal efficiencies. Ensures that established policies and procedures are followed, including the proper documentation of service trips, service tickets and customer interface.
- 3) Develops new service business to increase department revenue and profitability through the selling of service contracts, call center services and other after sale support services.

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**ESSENTIAL DUTIES (Continued)**

- 4) Ensures that all direct reports receive the required training to perform their jobs well. Keeps accurate records representing the technical abilities of each department member. Ensures that Technical Service personnel receive cross-training among functional groups. Responsible to mentor all department personnel, to assist with their professional development and potential career advancement. Fosters an internally collaborative customer culture of greatness, to assure a successful external customer experience with CMD.
- 5) Responds to customer calls regarding equipment operational problems and troubleshooting. Provides a written record of service to communicate this information to other departments.
- 6) Works with Sales/Spare Parts Sales, Engineering and Operations to ensure that customer requirements are met on time and within budget. Works proactively to anticipate and avoid warranty issues. Resolves customer complaints quickly and completely.
- 7) Responsible for coordinating any safety-related recalls, updates and communications.
- 8) Continuously improves the effectiveness and efficiency of systems, processes, and infrastructure for the customer service and technical services function. Develops standard workflow processes and procedures related to customer problems. Additionally, identifies opportunities to improve other internal suppliers' work output, and collaborates with respective leaders to understand the opportunities and ramifications.
- 9) Provides accurate and timely quotations for all Technical Services functions. Works with Accounting to ensure accurate and prompt invoicing and collections.
- 10) Proposes, for approval, an annual department budget sufficient to carry out planned customer service sales volumes and strategies. Maximizes profitability and minimizes expense of the service group.
- 11) Continually interfaces with customers to identify their needs and determine how CMD can best fulfill them. Ensures CMD is doing everything that can be reasonably expected to maintain an excellent reputation of customer service with every account.
- 12) Proactively seeks and suggests new services to be provided by CMD. Works with Marketing Department to create literature, ready-for-sale documents, training, pricing, etc. for new services.
- 13) Travels overnight as required to address customer issues. Also assesses field service installations, customer service performances, customer machinery and plant conditions. Attends trade shows.
- 14) Coordinates with Sales Department and customer for testing, installation, service trips, demos, training, and other customer service issues.
- 15) Possesses knowledge of all processes and equipment to advise and assist employees in decision making, and testing/troubleshooting machinery.
- 16) Oversees CMD's machine training programs, assuring a completed and well-executed program is in place to meet the customer's needs.

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**ESSENTIAL DUTIES (Continued)**

- 17) Oversees machine testing to assure every machine is thoroughly checked prior to shipping. Ensures all corrections are made prior to shipment. Provides feedback to prevent future recurrences.
- 18) Visibly supports “lean” and other process improvement activities. Participates in rapid improvement events. Applies continuous improvement practices to one’s job. Supports transition activities, as required. Maintains an open mind throughout the change process. Works with others to continuously fuel improvement throughout the Company.
- 19) Contributes to CMD’s core competencies of Market Intelligence and Product Development by gathering and reporting all relevant information. This includes: customer needs/wants/activities; and competitive information.
- 20) Responsible for own safety. Practices only safe work habits and ensures all safety rules are followed. Responsible to keep area clean and organized to ensure safe working conditions.

**OTHER DUTIES**

- 21) Performs other appropriate duties as requested by supervisor.

**PRINCIPLE WORKING RELATIONSHIPS**

Interacts with Technical Services staff, Engineering, Operations, and Sales. Interacts with customers at all levels in their organizations. Works as a team player and cooperates with co-workers to get the job done.

**PHYSICAL 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. The phrases “occasionally,” “regularly,” and “frequently” correspond to the following definitions: “Occasionally” means up to 1/3 of working time, “regularly” means between 1/3 and 2/3 of working time, and “frequently” means 2/3 and more working time.*

While performing the duties and responsibilities of this position, the employee is frequently required to stand and walk. The incumbent will occasionally sit, and will occasionally talk and listen and use hands to finger, handle or touch. Specific vision requirements for this position include close vision and the ability to adjust focus. During the performance of his/her duties, the incumbent will occasionally lift up to 50 pounds.

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**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.*

While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles. The noise level in the work environment is usually moderate.

Employee Acknowledgement \_\_\_\_\_ Date \_\_\_\_\_