

Career Opportunity with United Electric Service Manager

United Electric, headquartered in the Sarasota / Bradenton area of Florida is conducting a search for a **Service Manager**. The position reports to the President and serves as the Management, Sales, and Customer Service force for the Service Department. Please send your resume to United Electric at careers@unitedelectric.biz

You will:

Establish and administer a business development plan for United Electric. Implement relationship building with other organizations, contractors, and businesses to generate new business pertaining to United Electric, including commercial and residential service work, repairs and maintenance, and maintenance contracts.

Work with our marketing agency to maintain an advertising program, prepare articles for our web site, and maintain regular press releases with the newspapers and other media organizations.

Become active in the Chamber of Commerce and attend regular Chamber functions and community involvement functions. Monitor small remodeling permits in Manatee and Sarasota counties, as well as the surrounding municipalities. Develop a dynamic letter and follow up program with customers.

Represent United Electric on local committees or boards, monitor activities of relevant organizations, and recommend United Electric involvement where appropriate.

Create job invoices, track labor, material, and other job related expenses, collect money and process credit card billing. Develop and maintain an inventory system for the service department. Provide job planning and prepare material requisitions for new jobs. Provide the necessary training to keep the service department up to date with technology.

Respond to new sales and other sales related enquiries concerning United Electric. Dispatch new service calls. Maintain a good working knowledge of the National Electrical Code and Installation Standards, and other technical matters, as well as obtaining product knowledge of United Electric's products and services. Provide technical assistance to other staff members as requested, especially in the area of new products.

Stay in constant communication with existing customers, especially new customers or during an ongoing project. Report concerns of customer dissatisfaction and solutions. Assist management teams in better ways of providing excellent customer service.

You need to have:

A solid electrical construction and service background with at least 5 years of operating a service vehicle. Bachelor degree or equivalent experience in management with a technical discipline preferred. Four-year electrical training degree or equivalent experience in service related knowledge with a troubleshooting discipline preferred. Clear understanding of the need for and role of excellent customer service, as well as leadership experience in managing service technicians. Good organizational skills in keeping track of material and other paperwork. Excellent oral/written communication skills, especially as regards to communicating technical information and concepts to non-technical customers. Outgoing personality with a high self-esteem without arrogance, A high level of integrity, Excellent representational skills required, as is the instinct to respond to the needs of others on staff, as well as knowing the importance of membership and representatives of other organizations. The ability and desire to build United Electric's service department into the area's leading service company.