



Service Manager

Job Summary:

A growing service company is looking to hire a **Service Manager with a strong Electrical background** to add to their expanding team. This opportunity is for an enthusiastic and motivated individual with high energy and a willingness to go the extra mile for their valued clients. Szulgit Electric performs residential, commercial, and industrial service work in Rochester and surrounding counties area. Applicants must have a demonstrated history as a service manager for an electrical contractor in New York. We are a drug-free workplace, and you will be required to pass a drug test as well as a background screening. Individuals without experience as electrical service managers or project managers will not be considered as this is not a training position. We offer excellent pay and benefits, bonuses, and commissions based on profitability. This position is long-term with a stable and growing company.

Responsibilities:

- Assign tasks to technicians throughout each workday based on SLAs, technician availability, and the technician's skills.
- Learn and teach Electricians Szulgit Electric's processes
- Establish customer rapport to inform the customer regarding the right products and services.
- Excellent written and oral communication skills, working with Dispatch Software, Microsoft Office, Outlook, and other software programs
- Show yourself as professional and knowledgeable in the electrical trade
- Ensure your employees maintain a clean, organized job site and well-inventoried truck.
- Participate actively in all training exercises, morning meetings, trade shows, and retreats.
- Train and mentor, your team to ensure quick, accurate repairs and installations.
- Ensure your employees provide accurate and timely invoices, timecards, curbside feedback, and options sheets.
- Maintain staffing and workload to meet customer and business needs
- Overseeing ongoing projects, which would include:
 - installation of electrical and alarm equipment for residential service upgrades
 - servicing and installing lighting, the power to equipment and controlling wiring in multiple dwelling buildings
- Be responsible for ensuring systems meet company standard job specifications, the National Electrical Code, and relevant local codes.
- Responsible for material ordering and purchase orders
- Plan, organize, and direct all electrical service operations activities to assure profitable growth
- Ensure the proper implementation of all company policies, procedures, and productivity tools where applicable.
- Other duties as assigned



Experience:

- Relevant: 1 year (preferred)
- Residential electrician: 3 years (Preferred)
- Managerial: 5 years (Preferred)