

Job Title: Service Manager

Reports to: Company President

General Description:

The Service Manager position is critically important to the immediate and long-term strategic success of the launch. Blue Thread is a strong advocate of leading with service and scaling up accordingly. Cultural and ethical alignment is a leadership priority.

Titan Roofing / Blue Thread Services Core Values:

- Leading With Humility
- Building Winning Relationships
- Delivering Quality Service

Responsibilities:

The service manager is accountable for the day-to-day activities and accordingly will wear many “hats” early in the process. Responsibilities include safety, business development/sales, estimating, project management and general administrative management. Providing exceptional internal and external customer service shall be at the forefront.

The service manager ultimately operates a profitable and growing roof asset management commercial unit, hiring and delegating as the operation will support additional overhead. Communication and teamwork is essential. Scheduled weekly huddles with a pre-established agenda are the primary communication management system.

Key Requirements:

- History of long term, profitable client relationships within the market in Las Vegas (Preferred)
- Good listener, can readily identify and solve client needs.
- Five plus years of commercial roofing service leadership
- Strongly values safety and teamwork
- Entrepreneurial, self-driven leader
- Strong business and technical writing skills
- Basic aptitude with financial reporting
- Leadership potential to grow into a full-service branch manager role.
- B2B Sales Experience (Preferred)

Authority:

This position holds decision and management authority over service center sales representatives, admin, project managers, project supervisors, and technicians.

Measurement of Performance:

All measurements will be stated on quarterly KPIs, performance to accomplish KPIs is essential to retaining the standards of this position in high regard.

