



Job – Description - Service Department Manager

Ballentine Food Service Equipment is the premier provider of restaurant equipment in the Upstate. Our Service Department works directly with commercial food service operations in the Upstate providing repair and preventive maintenance services. Ballentine is seeking an experienced Service Department Manager. This position includes oversight of the department along with hands-on maintenance and repair of kitchen equipment. You will represent our company in a professional and cost-effective manner aiming at increasing time efficiency, profitability and customer satisfaction.

Responsibilities:

- Manage and direct all service department activities.
- Oversee field service work and visit job sites.
- Increase customer awareness of the department's services.
- Troubleshoots problems, provide training, support field personnel in all facets of their daily duties, ensuring they have the equipment, tools and training required.
- Participate in seminars, trade shows and factory sponsored training and events as needed.
- Provide sales proposals, solicit new customers and service contracts. Grow the business profitably.
- Working in the field servicing, repairing and providing preventive maintenance on commercial food service equipment.
- Communicates with office to order parts and regarding status of repairs.
- Completes service tickets according to procedures.
- Monitors truck stock to insure required parts are stocked in the warehouse and on service trucks.
- Maintains service vehicle, tools, and uniforms to represent the Ballentine quality.
- Meets reasonable on call requirements.

Requirements:

- High school graduate/GED or the equivalent in work experience.
- Three (3) years maintenance experience to include repairing commercial cooking or refrigeration equipment.
- EPA Universal Certification
- Clean driving record.
- Ability to work independently.
- Dependable.
- Accurately and promptly completes required paperwork.
- Excellent customer service skills.
- Stable work history.

continued

Benefits Include:

- Competitive salary
- Company vehicle
- Uniforms provided
- Tools provided
- Factory training
- Factory certification
- Industry certification
- Paid holidays
- Paid vacations
- Medical and dental insurance
- Short-term and long-term disability

Salary commensurate with experience.

Please send resume to Kim@BallentineInc.com