



BAC Universal Electric is currently seeking dedicated and self motivated individuals to join our diverse and dynamic company. If you are committed to contributing to our continued success and growth, we want you on our team.

SERVICE MANAGER

The successful candidate will be responsible for preparing, reporting and analyzing the operating results of the company. This position will report to the General Manager.

Duties & Responsibilities:

1. Service Department Management

A. Electrical Service

- Schedule and continually monitor the effectiveness of the delivery of service to the customer.
- Manage the compositions of the standard mix of inventory carried in the designated maintenance service vehicles to minimize the need for intra-day travel time to the warehouse.

B. Preventative Maintenance Contracts

- Promote, negotiate and execute customized annual fixed price electrical preventative maintenance programs with every customer for whom the Company provides regular service.
- Prepare formal maintenance contracts for fixed fee services offered; contract shall be worded to provide flexibility in our offer of services and minimizing the Company's exposure to unnecessary risk.
- Renegotiate annual fees whenever justified and deemed appropriate.

C. Installation Work Orders

- Formulate, compile and manage the fixed price work orders field job plans, the material procurement schedules, the foremen and crew make-ups and the technical documentation utilizing technical support staff.
- Conduct regular weekly on-site progress

D. Service Department Profitability Management

- Conduct formal monthly percentage of complete reviews to accurately assess progress on the work order installation job sites so as to (a) maximize monthly progress billings; (b) promote labour productivity; (c) contain direct costs; and (d) initiate remedial actions whenever required.

Skills, Qualifications & Experience:

- Read and interpret blueprints, specifications, system software programs, schematics, and manufacturers' standards
- Inspect and install equipment to meet all applicable codes (NPFA-70, 72 and 101)
- Evaluate and diagnose equipment that requires, as well as troubleshoot problems
- Provide specific solutions and recommendations to customers on the most efficient and cost effective methods to return equipment to proper working order
- Technical proficiency in low voltage systems
- Should have Technical competence in at least one of the areas of responsibility
- The ability to identify the needs of our clients and sell the variety of services we offer
- High energy and passion for success coupled with experience contacting commercial and industrial customers will qualify you for the opportunity
- Twenty (20) years supervisory experience in a similar environment
- Manage and motivate staff
- Educational requirements as well as years of experience are not as important as the ability and desire to satisfy our customers

The company offers a remuneration package and comprehensive staff benefits commensurate with qualifications and experience for the position. The company maintains a drug-free work environment.

A written resume with at least two written references should be submitted in strict confidence, marking the envelope "Private and Confidential", no later than Friday, April 10th, 2015 and addressed as follows:

Human Resources Department
BAC Universal Electric
P.O. Box HM 657, Hamilton HM CX
Or e-mail hr@universal.bm

REF: SRVMGR-2015-04