



# Service Manager

## Full-Time

### About High End Service

We love what we do, and it shows. As the hand-picked Premier Partner of Sub-Zero Group, Inc. in Florida and Georgia, our mission is to give our clients the easiest and most efficient repair and maintenance process for their systems. Our team is regularly trained and updates their skills from Sub-Zero Group, Inc., this allows us to serve our clients with efficiency, confidence, and innovation to provide a positive experience with each visit. We have assembled one of the most dependable, knowledgeable, and friendly teams in the nation. We care about delivering a personalized experience for each client, with our reputation being one of our standout attributes, serving countless happy customers year after year. High-End Service's commitment to excellence has earned us a reputation as the area's leader for appliance repair in the nation. Having been family-owned and operated for over 50 years, we can guarantee your personalized experience through stable, trustworthy, and responsive employees from our Client Experience Agents to our Factory Certified Appliance Technicians, we are here to help you.

### Job Description

High-End Service is actively seeking a professional with work experience as an appliance repair technician to fill our Service Manager role. As Service Manager, you will be responsible for the efficient and effective management of our factory- certified repair technicians as well as working with our customer service team to triage and escalate calls as appropriate. We will provide everything you need to successfully represent High End Service. This includes the full support of a dedicated customer service team, as well as a great work-life balance. Our ideal candidate has technical experience with sealed systems, gas ranges/cooktops, and can give white-glove customer service with professionalism and empathy while building a lasting relationship with the client. Our ideal candidate is punctual, methodical, mechanically inclined with an eagerness to continue learning and growing within High End Service.

### Duties and Responsibilities

- Train, mentor and motivate technicians and ensure their productivity and enhance skills
- Triage evaluation and repair of appliances
- Resolve customer complaints or issues in a timely and satisfactory manner
- Maintain relationships with installers and dealers as necessary
- Manage a lean and efficient inventory
- Maintain truck stock inventory within company guidelines and standards for field technicians
- Collaborate with other department managers to improve overall shop operations
- Adhering to all company policies, guidelines and procedures



### **Required Experience/Skills**

- Prior experience with appliance repair – 10+ years
- Sealed System Equipment experience
- Be knowledgeable about high-end refrigeration, cooking, dishwashing and laundry appliances
- Pass drug screening, pass background check, valid driver's license with clean driving history
- Excellent communications and employee management skills
- Excellent customer service skills with the ability to handle difficult situations professionally
- *Special consideration for those who are Certified High-End Luxury and/or have Sub-Zero, Wolf or Cove knowledge*

### **Education**

High School Diploma  
EPA License  
*Bilingual Preferred*

### **Pay & Benefits Summary**

Salary: \$70,000/annually

We will provide you with:

- Mileage Reimbursement (\$0.67/mile *subject to change based on IRS guidelines*) or company vehicle
- Computer & Cell Phone
- Uniforms
- Product training and support
- 100% paid benefits: health, vision & dental
- 401K
- Bonus Incentives
- PPE

### **Legal Disclaimer(s)**

High End Service is an Equal Opportunity Employer. High End Service will verify employment eligibility of all new hires to work in the United States. High End Service is a drug-free workplace.

We will ensure that individuals with disabilities are provided reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment. Please contact us at (727)524-2210 to request accommodation through application and interview process.