



4085 North 128th Street, Brookfield, WI 53005
phone 262.781.1500 • fax 262.781.1540
www.LembergElectric.com



SERVICE



SIGNS



DATA COMM



ENERGY TECH



CONSTRUCTION

Job Title	Senior Service Manager	Location	Brookfield, WI
Reports to	Vice President/COO	Classification	Exempt (Non-Union)

Job Purpose

This position is responsible for planning, directing, and coordinating the operations of the Service division. Responsible for ensuring and improving the performance, productivity, efficiency, and profitability of the Service division through effective methods and strategies.

Duties and Responsibilities

- Determines staffing requirements.
- Develops team and supports team members.
- Establishes budgets and goals in coordination with the executive leadership and business strategy.
- Ensures that budget goals are met in terms of profitability.
- Contributes to the onboarding process for new hires in the Service division.
- Plans, assists and directs work to the appropriate team member(s).
- Applies strategic planning to determine department objectives.
- Works with staff to set and reach goals.
- Contributes to the continuous improvement of staff to maximize potential.
- Monitors staff performance and provides feedback.
- Completes performance management reviews as instructed by company policy.
- Effectively delegates work duties to staff to attain objectives.
- Evaluates procedures and implements necessary systems to maximize efficiency within the Service division operations.
- Runs and analyzes applicable reports to monitor the financial, sales, performance goal process and division activity levels.
- Ensure compliance with all applicable codes including but not limited to: NEC, OSHA, NFPA and applicable state and local codes.
- Correct or address unsafe conditions or work practices in a timely and efficient manner.
- Ensures that goods and services meet company quality standards.
- Attend site visits and or pre bid meetings to investigate and understand conditions of site.
- Meets with general contractors and develops scope and electrical estimates.
- Creates and maintains relationships with new and existing customers.
- Carry out Managerial responsibilities in accordance with the organization's policies and standards.
- Provides a positive leadership style.
- Participates in applicable training and networking opportunities.
- Other duties as assigned by executive leadership.

Required Qualifications

- 5 years of experience of electrical construction and 3 years of supervisory experience.
- 3 years of supervisory experience.
- Experience in leading and managing others.
- Ability to work under pressure.
- Ability to multi-task.
- Strong communication skills.
- Basic knowledge of accounting and economic principles and practices.

- Attend networking opportunities as well as educational seminars/classes.
- Proficient computer skills in Word, Excel, and Outlook.

Preferred Qualifications

- Master Electrician.
- Bachelor's Degree in Engineering.
- 5 years of experience in management preferably in a service department.
- Experience in continuous improvement.
- Familiarity with LEAN practices.
- Familiarity with Spectrum software.
- Experience in creating and presenting proposals.

Physical Requirements and Work Conditions

Physical demands within this position include but are not limited to: frequent standing, talking, sitting, walking, listening, focusing, using depth perception, using telephone, visiting sites in different weather conditions, walking on uneven surfaces at job sites, lifting up to 20+ pounds, extensive periods of time using a computer/typing, and using hands to handle or touch objects or controls. On occasion, this position will require Personal Protective Equipment (PPE) use such as safety glasses, vest, hard hat, ear plugs, and safety shoes when needed. Office 60% field%.

****The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

Direct Reports

5+ office staff and 20-30 field staff.

EEO Statement

Lemberg Electric provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Lemberg complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

****Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.**

Signature below constitutes employee's understanding of the functions and duties of the position.

Employee
Acknowledgment

Date: _____