



## Service Manager Sioux Falls, SD

Dakota Fluid Power, Inc., a regional leader in Hydraulic sales, service and repair, is looking for an individual to fill an opening for a Service Manager in our Sioux Falls location.

### SUMMARY OF RESPONSIBILITIES/DUTIES

Supervise the day to day activities of the Service Department. Provide direction to the Service Department personnel to promote the department's growth and development while maintaining profitability and expense levels.

Specific duties and responsibilities:

1. Monitor schedule and dispatch work orders
2. Primary contact for all service related phone calls
3. Provide technical support for service related items from walk-in customers
4. Quote in-house repairs, and upon approval, purchase the necessary repair parts or replacement components and reschedule assembly time.
5. Perform shop labor estimates
6. Bill out shop and field service projects
7. Maintain quality control and professional appearance of all shop service work
8. Maintain acceptable levels of applied time
9. Assist in training and development of service personnel
10. Maintain acceptable shop appearance
11. Promote teamwork attitude among service personnel and all other company employees
12. Promote additional sales through repairs and field service, i.e. filters, P.M. programs, system upgrades, etc
13. Provide assistance in development sales strategies to penetrate new and existing markets
14. Other duties as assigned by Management

Secondary responsibilities and duties:

1. Assist with overflow service work when necessary.
2. Assist at front counter and with overflow phone calls when necessary.

Salary dependent upon experience

Dakota Fluid Power, Inc. offers a full benefit package including: Group Health, Vision, Life Ins., Long Term Disability, Paid Vacation, Paid Sick Time, Paid Holidays and 401K with company match.

Dakota Fluid Power, Inc. is a growing company that is locally owned with 7 locations - Sioux Falls (2), Aberdeen SD, Fargo, Mandan and Minot ND and Lincoln NE.

Please submit a cover letter and resume to: Dakota Fluid Power, Inc. Attn: Julie Castillo, 3409 N. Lewis Ave., Sioux Falls SD 57104, or via email to [jcastillo@dakotafluidpower.com](mailto:jcastillo@dakotafluidpower.com) with the subject titled "Service Manager"

Dakota Fluid Power, Inc. is an EOE.