

## SERVICE MANAGER

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Company: Cummins Inc.

Location: Kitwe

Category: other-general

### Description

**We are looking for a talented SERVICE MANAGER to join our team specializing in SERVICE for our DISTRIBUTION BUSINESS SEGMENT in KITWE, ZAMBIA.**

**In this role, the candidate will make an impact in the following ways:**

Supervises employees who install, service, and repair equipment and machinery.

Supervises Service Technicians and/or Service Team Managers; coordinates and schedules Technician work schedules; communicates repair plans to Technicians aligned with customer quotes; monitors Technician productivity and repair quality.

Provides coaching and feedback to individual Service Technicians and/or Service Team Managers ; provides performance reviews and opportunities for professional growth.

Provides first level of support to Service Technicians requiring assistance; escalates technical support needs for resolution when needed.

Manages service logistics including use of materials, equipment, and employees ensuring safety, quality, and efficient operations. Develop and/or reviews quotes for accuracy prior to communication to customers; provides updates on repair status and any plan or schedule changes.

Participates in continuous improvement activities by reviewing, changing, and improving processes in line with changing customer expectations/organizational goals.

Monitors the status of open repairs with technicians; addresses issues that impact completion

of the repair plan in the time quoted to customers.

Monitors goals and targets for the branch; measures, reviews, and maintains high level customer satisfaction levels. Resolves customer concerns related to Cummins or distributor warranties; develops strong relationships with key customers through frequent and professional communication.

**To be successful in this role the candidate will need the following:**

Intermediate level of relevant work experience in a technical field, including team supervision experience, required. 10-15 years overall Service and Engineering experience of which 5 years or more should be in a Supervisor role.

Experience is managing Teams. Technically sound , Strong analytical skills with good problem-solving skills. Good strategic foresight with the ability to guide and influence the broader organizational thinking.

Strong Team Management skills with high ethical standards, creative and self- motivated, Valid driver's License.

Bachelor's degree in Engineering.

**Job SERVICE**

**Primary Location**Zambia-Copperbelt-Kitwe-Zambia, Kitwe, Distributor Branch

**Job Type**Experienced - Exempt / Office

**Recruitment Job Type**Exempt - Experienced

**Job Posting** Apr 25, 2024, 5:35:49 AM

**Unposting Date**Ongoing

**Organization**Distribution Business

**Role Category** Onsite

**Relocation Package**Eligible

**Req ID**240002ZV

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