Service Supervisor – Crane Division

Position Summary

The Service Supervisor is responsible for coordinating and overseeing the daily activities of the Crane Division Field Service Technicians. This position serves as the primary liaison between customers and service personnel, ensuring repairs and maintenance are scheduled, communicated, and completed efficiently. The Service Supervisor supports operational functions by managing work orders, dispatching technicians, monitoring service performance, assisting with parts coordination, and ensuring exceptional customer service throughout the repair process.

Key Responsibilities

Service Dispatch and Scheduling

- Coordinate and dispatch Field Service Technicians based on customer needs, technician availability, skill set, and job priority.
- Schedule service calls and repairs to maximize technician productivity and customer satisfaction.
- Monitor daily service activities and adjust schedules as necessary to meet changing priorities.
- Assign jobs and communicate service expectations to technicians.

Customer Relations

- Serve as a primary point of contact for customers regarding service requests and repair needs.
- Communicate with customers to gather equipment information and determine repair requirements.
- Provide timely updates regarding repair status, scheduling changes, and completion timelines.
- Follow up with customers during and after service work to ensure satisfaction and address concerns.

Work Order and Quotation Management

- Open, manage, and close work orders accurately and efficiently.
- Prepare and provide repair estimates and quotations as required.
- Review work performed and ensured all documentation is complete and accurate.
- Monitor job progress to ensure repairs are completed on schedule and within company standards.

Technician and Parts Support

- Assist technicians with identifying and ordering required parts when necessary.
- Coordinate with the Parts Department to ensure timely availability of parts for scheduled repairs.
- Review and approve technician labor entries for accuracy and completeness.
- Support technicians by providing guidance and assistance with service-related issues.

Fleet and Equipment Oversight

- Conduct weekly inspections of field service trucks to ensure cleanliness, safety, organization, and compliance with company standards.
- Monitor vehicle and equipment condition and coordinate maintenance as needed.
- Ensure technicians maintain company vehicles, tools, and equipment properly.

Administrative Responsibilities

- Maintain accurate service records and department documentation.
- Utilize business management systems to track work orders, labor hours, and service activities.
- Assist with departmental reporting and operational performance metrics.
- Support continuous improvement initiatives within the service department.

Safety and Compliance

- Promote and enforce company safety policies and procedures.
- Ensure technicians comply with customer site safety requirements.
- Support a safe, professional, and productive work environment.
- Maintain compliance with company operational standards and procedures.

Qualifications/Experience

- Previous experience in service dispatching, service coordination, or field service operations required.
- Experience within crane, construction equipment, heavy equipment, or industrial equipment industries preferred.
- Prior supervisory, leadership, or service management experience preferred.

Education

- High School Diploma or GED required.

Computer Skills

- Strong computer skills required.
- Experience with Microsoft Dynamics 365 (D365) preferred.

Required Skills and Abilities

- Strong organizational and scheduling skills.
- Excellent customer service and communication abilities.
- Ability to prioritize multiple service requests and changing workloads.
- Strong leadership and team coordination skills.
- Ability to make effective decisions in a fast-paced environment.
- Strong attention to detail and follow-through.
- Problem-solving and conflict-resolution skills.
- Ability to work effectively with customers, technicians, vendors, and management.
- Professional demeanor and commitment to customer satisfaction.

Physical Requirements

- Ability to work in an office and shop environment.
- Ability to walk through service areas and inspect service vehicles and equipment.
- Ability to sit, stand, and utilize computer equipment for extended periods.

Work Environment

- Primarily work in an office setting with regular interaction in shop and field service environments.
- Frequent communication with customers, technicians, vendors, and management.
- Fast-paced environment requiring coordination with multiple priorities and service schedules.
- Occasional exposure to shop environments and construction equipment operations.

Core Competencies

- Service Operations
- Dispatching & Scheduling
- Customer Service Excellence
- Team Leadership
- Communication
- Problem Solving
- Organization & Planning
- Technical Coordination
- Accountability
- Safety Awareness
- Time Management
- Continuous Improvement