



PO BOX 220 • 231 COURT STREET • LACONIA, NH 03247
(603) 524-1480 Fax (603) 524-8055 www.staffordoil.com

JOB DESCRIPTION

Position Title: Field Service Manager

Department/Location: Based in Laconia; with regular travel to Alton, Franklin, Wolfeboro, Customer and Vendor Sites

Reports to: Service Manager

Status: Non-Exempt

Summary:

Ensure that each customer receives outstanding customer service by providing a customer-friendly environment which includes assisting and thanking every customer; maintaining outstanding standards; solid product knowledge; and all other components of customer service.

The Field Service Manager is responsible for managing, directing, and controlling those areas of the service activities as directed by the Service Manager.

Essential Duties / Responsibilities:

- Ensure that the Service Department provides the highest, most competent and efficient level of service to the company's customers, consistent with the business profit goals.
- Hire, train, and supervise service personnel necessary to efficiently meet the goals of the business.
- Responsible for ensuring accuracy of heating and cooling system sales estimates and proposals.
- Work with Service Department Inventory Assistant as needed to ensure correct inventory of spare parts for customer service, both in service vehicles and in the parts storage areas
- Assist customers who come in to the office with service-related requests.
- Assist the other members of the service department, especially technicians, during off-hours as needed
- Keep technicians up to date with any training necessary.
- Adhere to all company policies, procedures, and practices including pricing and loss prevention.
- Be available for rotating on call manager schedule for nights and week-ends as necessary
- Be available as a Stafford representative in case of a propane emergency on a 24/7 basis
- Oversee, quote on, and plan the assembly and installation of oil and/or gas storage tanks according to code

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- Ensure service technicians complete checklists and the proper paperwork for each service or installation call
- Ensure the department is provided the proper company uniform and that employees present a neat, courteous image to the customer at all times
- Ensure the department has the proper safety policies and that these policies meet all federal, state, and local requirements
- Ensure the department is provided with the proper safety equipment and adheres to all safety policies
- Perform any other duties as directed by management

Job Impact

- The field service manager's duties have direct bearing on the revenue, profitability, and cash flow of Stafford Oil Company, as well as the relationships with its customer base.

Qualifications / Demonstrable skills:

- NH Gas fitters license is required
- Two to four years' experience with placing and installing propane storage tanks
- Two to four years oil and/or gas burner experience
- Experience with mini-split and/or central air conditioning systems preferred
- Demonstrable skills in repair, cleaning, and installation of oil and gas burners and air conditioners, to include some plumbing and electrical knowledge.
- Ability to communicate effectively with customer, co-workers, vendors, and management and excellent customer service skills.
- Supervisory experience
- Ability to set and maintain schedules
- Strong organizational skills with an attention to detail
- Ability to set priorities and to work in a varying pace environment which will require the ability to multi-task when necessary.
- Ability to work independently as well as part of a team.

Education / Experience:

- High School diploma or GED preferred
- Five years industry experience
- Any equivalent combination of experience and training that provides the required knowledge, skills, and abilities.

Stafford Companies Mission Statement:

To provide our customers with quality products at a fair price; to provide service in a manner that respects all customers; to treat our customers and employees with consideration; to care for the environment and support the community in which we live.

Essential Physical Requirements Service Technician

Work Schedule:

Number of Hours per Day:

8+

Number of Hours per Week:

40+

Job Requires:

Maximum Lifting/Carrying of:

50 lbs

Frequent Lifting/Carrying of:

25 lbs

Approximate Ground to Overhead Maximum:

20 lbs

Repetitive Motion:

Required Repetitive Motion? (Check all that apply)				
	Wrist	Elbow	Shoulder	Ankle
Right	X	X	X	X
Left	X	X	X	X

JOB REQUIRES:

Amt of Time Spent:

	Continuous 100%-67%	Frequent 66%-34%	Occasional 33%-1%
Bending		X	
Kneeling	X		
Squatting		X	
Climbing		X	
Standing	X		
Walking		X	
Sitting		X	
Reaching		X	
Driving			X
Fine Motor Skills		X	
Lifting/Carrying		X	
Twisting		X	
Writing/Data Entry			X