Service Manager (Technical manufacturing exp. req.)

Hartford, CT · Full-time · **$115k–140k**

Service Manager (Technical manufacturing exp. req.)
Location: Greater Hartford, CT Area – Onsite
Salary: $115,000 - $140,000 + Performance Bonus + Benefits
Benefits: Medical, Dental, Vision, Life, Disability, 401(k) with Match, Paid Holidays, PTO
Job Type: Full-Time
Typical Hours: Monday-Friday, 8:00 AM – 5:00 PM (Flexible)
Travel: Less than 10% (Domestic)
Start Date: ASAP
Sponsorship is not available

Service Manager Description

Our client, a well-established manufacturer of highly engineered industrial products, is seeking a Service Manager to lead its North American service organization. This leadership role oversees a team of Field Service Engineers responsible for installing, maintaining, troubleshooting, and repairing complex capital equipment for customers across a variety of industries. The ideal candidate is an experienced service leader with a strong technical manufacturing background and a passion for developing people, improving processes, and delivering exceptional customer support. You'll partner cross-functionally with engineering, operations, sales, and customer support to drive operational excellence while helping scale a growing service organization.

Service Manager Responsibilities

- Lead, mentor, and develop a team of Field Service Engineers located throughout North America
- Oversee scheduling and execution of installations, preventive maintenance, repairs, and customer service activities
- Develop and implement service processes, procedures, and continuous improvement initiatives
- Monitor team performance, provide coaching, and conduct performance evaluations
- Ensure compliance with company policies, quality standards, and safety requirements
- Serve as an escalation point for complex customer service issues
- Track service metrics, maintain accurate documentation, and prepare operational reports.
- Collaborate with engineering, operations, and supply chain teams to improve service delivery
- Identify opportunities to increase efficiency, customer satisfaction, and service revenue
- Manage departmental budgets, staffing, and resource allocation

Service Manager Qualifications

- 4+ years of service management experience within an industrial or technical manufacturing environment required
- Experience supporting complex electromechanical equipment or industrial capital equipment required
- Proven experience leading remote field service teams required

- Strong customer-facing communication and problem-solving skills required
- Must be willing to work onsite in the Greater Hartford, CT area

Apply: https://twonice.hire.trakstar.com/jobs/fk0z7r4/?apply=true

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