Field Services Manager

Oak Park, MI · Full-time · **$80k**

Field Services Manager
Location: Oak Park, MI
Salary: $80,000 + Annual Bonus Potential
Benefits: Medical, 401k, Life Insurance, Holidays, PTO
Job Type: Full-Time
Typical Hours: M-F, 7 AM to 4 PM
Start Date: ASAP
Sponsorship is not available

Important note: This is primarily an office-based role, with occasional customer site visits (typically a couple of times monthly) throughout the greater Detroit area.

Field Services Manager (Operations Exp. Req.) Description

Our client, a commercial services company, is looking for a Field Services Manager to join their team in Oak Park, MI. You'll oversee a team of approximately 25 field employees supporting residential and commercial customers. The role is primarily based out of the company's office, with occasional visits to customer sites throughout the month to check in with crews and ensure quality service. They're a family-owned business with an incredibly experienced workforce, many of whom have been with the company for 10+ years. Bringing in an external leader is something they take seriously, and they're looking for someone who understands the importance of building relationships and earning the team's trust. The ideal candidate is approachable, collaborative, and willing to listen, while still being comfortable setting expectations and holding people accountable. Their leadership team has built a supportive environment where people genuinely look out for one another and are willing to jump in and help when needed. They place a strong emphasis on taking care of their employees, which is reflected in the team's longevity. It's a great opportunity to join a stable, down-to-earth organization that values its people and the customers they serve.

Field Services Manager (Operations Exp. Req.) Responsibilities

- Oversee daily field operations and ensure consistent service quality
- Hire, train, develop, and manage field employees (25)
- Create daily crew schedules and ensure appropriate staffing levels
- Address customer concerns and maintain strong customer relationships
- Ensure crews have the vehicles, equipment, and supplies needed for daily work
- Conduct periodic customer visits and on-site crew inspections
- Monitor team performance, review metrics, and hold regular team meetings
- Coordinate with maintenance on vehicle and equipment needs
- Participate in the rotating manager Saturday schedule, typically every seven weeks

Field Services Manager (Operations Exp. Req.) Qualifications

- 7+ years of experience supporting operations in a field-based, industrial, manufacturing, or production environment required
- 4+ years of people leadership experience required
- Experience overseeing teams of 10+ employees required
- Driver's license and reliable transportation required

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