

<b>Position: Service Manager</b>			
Reports to (position):	PES/Service & Maintenance Mgr.	Job Location:	Charleville, Cork
Reports to (name):	Donal Lynch	Department:	PES/SSS
Direct Reports:	Service Administrator	Indirect Reports:	BU Co-ordinator
<b>Company Overview</b>			
<p>Established in 1978, Flow Technology is a privately-owned process engineering company based in Charleville, Co. Cork. Flow Technology designs, manufactures, installs and distributes specialist process equipment and systems for the manufacturing sector across the biopharma, pharmaceutical, beverage, food and dairy industries. The company is a market leader and is proud of its reputation for quality and delivery earned and maintained over decades and enjoys an excellent level of staff loyalty and retention.</p>			
<b>Role Description</b>			
<p>As Service Manager, you will lead the service division with full responsibility for team performance, operational and commercial growth. This role includes strategic planning and business development to expand our service offering and deliver sustainable revenue growth.</p>			
<b>Key Responsibilities</b>			
<ol style="list-style-type: none"> <li>1. <b><u>Strategic Leadership:</u></b> <ul style="list-style-type: none"> <li>• Define and execute the service division’s strategy aligned with company objectives;</li> <li>• Set clear goals for team performance, customer satisfaction, and revenue growth;</li> <li>• Drive continuous improvement and innovation in service delivery.</li> </ul> </li>   <li>2. <b><u>Commercial Growth &amp; Business Development:</u></b> <ul style="list-style-type: none"> <li>• Develop and implement plans to grow service revenue year-on-year;</li> <li>• Identify new business opportunities and expand service offerings;</li> <li>• Build strong client relationships to secure repeat business and long-term contracts;</li> <li>• Collaborate with sales and senior management on pricing strategies and proposals.</li> </ul> </li>   <li>3. <b><u>Financial Management:</u></b> <ul style="list-style-type: none"> <li>• Monitor budgets, margins, and cost control to ensure profitability;</li> <li>• Prepare accurate forecasts and performance reports for senior leadership.</li> </ul> </li>   <li>4. <b><u>Operational Excellence:</u></b> <ul style="list-style-type: none"> <li>• Oversee scheduling and execution of service and maintenance activities; ensure compliance with safety standards, quality protocols, and client requirements.</li> </ul> </li>   <li>5. <b><u>Key Working relationships</u></b> <ul style="list-style-type: none"> <li>• BU Mgr, Service Lead, Service Administrator; Site/Craft supervisor.</li> </ul> </li> </ol>			

### Performance KPIs

- Year-on-year growth in service revenue and profitability;
- High customer satisfaction and minimal complaints;
- Delivery of services and projects on schedule;
- Compliance with safety standards;
- Development and retention of high-performing team members.

### Required Attributes

- *Integrity - A team player, also welcoming the challenge of working on his/her own initiative.*
- *Flexibility - being able to travel to customer sites locally and nationwide*
- *Out of hours maybe required during customer process shutdown.*
- *Problem solving – you may be required to work independently or as part of a team.*
- *Attention to detail – strong attention to detail and commitment to safety protocols.*

### People Management

6. Provide leadership, direction and coaching to the service team including apprentices.
  7. Support the business unit project team in the planning of works.
  8. Support the development of team members through the organisation of effective training and development programs.
- Responsible for all HR admin (timesheets, holidays performance reviews, salary reviews)

### Required key skills (functional/technical) & experience

- Demonstrated success in managing service teams and growing revenue streams.
- Significant (>10 years) industry knowledge and experience of mechanical/process systems in a busy service environment.
- Strong financial management skills with P&L experience.
- Relevant technical qualification (3rd level or craft) experience
- In-depth knowledge of construction procedures, equipment and Safety guidelines
- Excellent interpersonal skills, establish effective working relationships and communicate in a confident and clear manner internally and externally.
- Relevant team leadership and team development experience.
- Strong organisational skills, ability to multi-task, work well under pressure, independently and on own initiative, with a growth mindset.
- Excellent IT, including a strong working knowledge of Microsoft Office applications.

### The Package

- This is an exciting opportunity to join a successful profitable company.
- Attractive salary with scope for progression.
- Company vehicle and fuel card.
- Company phone and laptop.
- Company pension Scheme
- Support for training and self-development.