

SERVICE MANAGER

Roles	Goals	Responsibilities	1 - 5	Examples / Comments	Training Program
Sales / Facilitator	<ul style="list-style-type: none"> Increase our service to our customers Open new doors with new customers 	<ul style="list-style-type: none"> Manage incoming calls for M#'s, service work and warranty work Meet with customers to develop proposals and solutions to their every day projects Basic knowledge of steel buildings, carpentry (including finishes) and concrete 			
Estimator	<ul style="list-style-type: none"> Provide timely accurate proposals to potential clients 	<ul style="list-style-type: none"> Determine labor and equipment to complete project Obtain materials and sub pricing as required Develop estimate and submit quotes to clients 			
Manager / Coordinator	<ul style="list-style-type: none"> Provide a service department that meets the everyday needs of our clients 	<ul style="list-style-type: none"> Order materials for projects Write purchase orders to subcontractors Schedule _____ men and equipment for projects with Field Operations Meet with field crews to coordinate work in the service division Manage all paperwork Complete all invoicing as required Assist in ordering steel building (correct trims etc.) 			
Employee Is employed as a member of the _____	<ul style="list-style-type: none"> _____ creates an environment where employees support one another. All stakeholders recognize _____ as an organization that they can rely on when a commitment is made. Clients recognize _____ as a quality Design/Build service provider and they seek us out to do all their work. _____ continues to improve on their level of service and expands their capabilities in serving their clients. 	<ul style="list-style-type: none"> Supports the Company's value statement and lives it on a daily basis Incorporates and practice the four (4) disciplines of a healthy organization on a daily basis 			

- Skills Rating:**
- 1- Untrained
 - 2- In Process of Learning
 - 3- Needs Improvement
 - 4- Meets basic expectations of roles and responsibilities
 - 5- Meets and at times exceeds expectations of roles and responsibilities
 - 6- Has a complete understanding and performs roles and responsibilities

Date _____ Reviewer _____ Employee _____