



SERVICE MANAGER

LOCATION Gillette, WY

JOB TYPE Full-Time Permanent

EXPERIENCE LEVEL Intermediate

EDUCATION LEVEL Journeyman Mechanic or Millwright Certificate

Bidell Gas Compression is a well-established natural gas compression manufacturing and service company with parts and service locations throughout Western Canada and Wyoming. Our mission is to exceed customer expectations through superior sales, applications, engineering, fabrication and product support.

We are currently recruiting for a Service Manager for our Gillette, WY branch.

RESPONSIBILITIES

- Lead the service department staff while using our Vision and Mission Statements and Core Values;
- Provide support and business input to the Branch Manager;
- Work with Branch Manager to understand the financial statement and budgets;
- Maintain and oversee the quality of mechanical work;
- Enforce HSE and Company policies;
- Provide daily business support to local customer base;
- Open work orders and coordinate field service mechanics;
- Approve daily field and shop time sheets;
- Determine when open service work orders can be pulled for invoicing;
- Provide on-call support;
- Ensure the Service Warranty, Policy Adjustments and Vendor Warranties are completed accurately and on time with the required approvals;
- Coordinate all outside services and supply required purchase orders;
- Manage the 40-hour work week and utilization of mechanics;
- Manage Service department expenses including tooling repairs, consumables and truck expenses;
- Ensure all tooling is inventoried and maintained;
- Provide technical support to the field mechanics when required;
- Be available to participate in the on-call rotation;
- Assist in the promotion of Bidell Products and Services;
- Review financial reports to ensure budgeted levels are being met;



- Assist in the branches budgeting and forecasting process;
- Ensure Service Department expenses and working capital are in line with company budget;
- Other duties as required.

EDUCATION AND EXPERIENCE

- Journeyman Mechanic or Millwright Certificate;
- Minimum 5 years of industry experience;
- Strong customer service and communication skills;
- Work as a team player with all staff and all other branch locations;
- Well organized and efficient;
- Detail oriented for accurate paperwork;
- Ability to work effectively without supervision;
- Strong computer skills;
- Flexible to accommodate customers' changing demands;
- Strong leadership ability to maintain day to day activities.

WHAT WE OFFER

- Competitive compensation based on experience and education;
- A strong value based organization;
- An opportunity to be a part of a highly skilled team.

All interested candidates are encouraged to email their resume with the position being applied for in the subject line. We would like to thank all applicants for their interest, only those applicants selected for interviews will be contacted.