



Service Manager

Service Manager needed for Marine and Industrial Sales & Service business in Tortola, British Virgin Islands. Must have strong Administrative Skills and Basic Technical Knowledge of Diesel Engines, Excavation Equipment and Power Generation with Marine & Industrial applications. Must have excellent organizational skills, ability to write service reports, strong communication skills, project management and cost accounting skills, and the ability to handle quality control issues. Needs minimum 5 years' Service Management experience, ability to give staff reviews, and motivational abilities. Needs to maintain a fleet of vehicles and equipment. Job includes:

- Supervising, motivating and reconciling complaints from a staff of around 10 team members (includes technical and administrative staff).
- Speaking with customers about issues with their equipment and reconciling complaints about service invoices.
- Provide Information and Feedback, to assist with the Technical Support for dealer network of around 34 dealers in the Caribbean.
- Recruiting, Training, and Performance Management of Team members, including issuing of Disciplinary Notices.
- Reviewing of job descriptions by Engineers; editing and preparing service reports and invoices.
- Preparing Service Estimates and Quotes.
- Identify Department's Tooling and Training needs, and report on them.
- Work with a Budget and assist in creating annual budget for service department.

ABOUT THE COMPANY: Parts & Power Ltd is a small, privately held company started in 1973, currently employing 30 persons. We are Distributors for Perkins Engines, Northern Lights Marine Generators, Kubota Diesel Engines and Generators, JCB Excavation Equipment, Eaton Electrical Distribution & Power Quality Equipment, Parker & Racor filtration, and Dometic Marine Air Conditioning. We represent Volvo Penta Marine Engines, Yanmar Marine Engines, Donaldson and many manufacturers of pumps and accessories. We manufacture and distribute our own line of Diesel-Powered Industrial Generators.

Current management took over the business in 1990 and prides itself on a family business environment. We are a multi-ethnic organization with employees from the BVI, South America, US, various Caribbean countries, UK and Canada. We strive for a relaxed working environment with an emphasis on cooperation and positive attitudes.

Email applications to smaina@hirebvi.com

