



## Position Description

<b>Title:</b> Service Manager	<b>Reports to:</b> General Manager
<b>Incumbent:</b>	<b>Responsible for:</b> IT Technicians & Trainees, Communications Technicians and Trainees/Apprentices (10-15 employees)
<b>Date Revised:</b> Jan 2025	
<b>Purpose:</b> To ensure optimum productivity and efficiency in the IT & Communications Departments whilst achieving exceptional client satisfaction.	
<p><i>Notes: This position requires a significant role responsibility in matters of personal judgement, discretion, confidentiality, integrity, initiative and autonomy. The success of the role will be based and reviewed on successful demonstration of these attributes.</i></p> <p><b>All tasks are to be completed in accordance with the iAssist policies, procedures, values and culture.</b></p>	
<b>Role: Project Management</b>	
<b>Task</b>	<b>Expected outcomes, measurements and control</b>
Job logging	<ul style="list-style-type: none"> <li>• New jobs are logged promptly and accurately if additional works are required.</li> <li>• All details and contact are recorded in the relevant job.</li> <li>• Works are authorised by approved personnel</li> <li>• Tasks are clearly identified</li> </ul>
Preparation	<ul style="list-style-type: none"> <li>• Payment method/status is checked and procedures followed as required.</li> <li>• Signed quote and Scope of Work is signed by client prior to commencement of works.</li> <li>• Request is submitted to Accounts for deposit on quotes or credit application is checked/requested</li> <li>• Liaise with Accounts regarding purchase orders, client deposits and utilisation of funds.</li> </ul>
Ordering	<ul style="list-style-type: none"> <li>• Stock orders are processed when required to ensure continuity of standard stock items.</li> <li>• Minor orders are processed promptly and accurately and noted in the job.</li> <li>• Liaise with accounts and/or sales team for processing of purchase orders, COD payments and client deposits as required.</li> </ul>

<p>Stock Control</p>	<ul style="list-style-type: none"> <li>• The Stock cage and Tech Bay is kept tidy so that stock can be located quickly and easily</li> <li>• Parts are ordered promptly when stock gets low to avoid running out of our standard stock items</li> <li>• Ordering of parts outside our standard stock items is only done when required to fill a client's order</li> <li>• Ordering is completed accurately to avoid mistakenly ordering incorrect products</li> <li>• Parts are recorded promptly when being taken onsite or used in bench jobs to ensure that all stock is charged, using the correct item codes and prices.</li> <li>• Parts quoted from stock are assigned, picked and put aside ready for the job to be completed.</li> <li>• All parts removed from the cage for internal purposes are recorded in a Work Order</li> <li>• Stock transfer between stores is handled in accordance with our procedures</li> </ul>
<p>Scheduling</p>	<ul style="list-style-type: none"> <li>• Efficient scheduling of works in accordance with the job prioritisation procedure.</li> <li>• Liaise with Sales Manager and Dept heads for scheduling of project works.</li> <li>• Ensure client is kept informed of the status of scheduling and open jobs.</li> <li>• Ensure that client is contacted prior to technician arriving onsite or logging in remotely.</li> <li>• Scheduling is completed in a manner whereby non chargeable hours are shared to ensure optimum productivity of individuals and the team/s</li> <li>• Scheduling is completed in a manner whereby team targets are reached or exceeded.</li> <li>• Jobs are scheduled with the right person for the right job.</li> <li>• Jobs are scheduled with geographic locations in mind to optimise productivity and efficiency</li> <li>• Escalations are scheduled in accordance with the Escalation Policy</li> <li>• Liaise scheduling with other departments as required.</li> </ul>
<p>Client Relations</p>	<ul style="list-style-type: none"> <li>• Clients are contacted in a timely and professional manner in accordance with the phone policy, texting policy and job prioritisation policy</li> <li>• Follow up with client on completion of works to ensure that the job is completed to their satisfaction as required. This may include follow up of jobs for payment.</li> <li>• Send out Feedback requests on a regular basis and report responses with suggestions for improvement as required.</li> <li>• A satisfactory resolution for client and iAssist is found in situations where there may be a dispute regarding works and/or charges.</li> <li>• Emails and Microsoft Teams are checked regularly throughout the day and attending to tasks as required. Notes are recorded in job if the email pertains to a job.</li> <li>• Ensure that all necessary documentation is provided for new and existing clients (ie. Credit Applications etc)</li> <li>• Implement any new strategies as directed, measuring customer satisfaction and reporting outcomes to management and staff.</li> <li>• Coaching/ mentoring individual staff to improve customer service contributions as required.</li> </ul>
<p>Job Monitoring</p>	<ul style="list-style-type: none"> <li>• Regular monitoring of works and communicating with Technicians and clients during and after completion where required to ensure the quality of works is being upheld and the works are being completed within the expected timeframes.</li> <li>• Arrange for variations promptly and organise this to be signed by clients as required.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure that bench jobs are processed on completion in a prompt manner.</li> <li>• Regular communication with the Technicians is maintained to ensure that timeframes are not exceeding expectations or if they are this is identified quickly so that it can be managed professionally with Technician and client.</li> <li>• Ensure that notes are completed by technicians onsite where possible and if not possible then they are completed as soon as possible</li> <li>• Non-Chargeable hours are documented and reported as required</li> <li>• All notes for the jobs attended to for the day are checked throughout the day to ensure that the process is being followed by the Technician, clients are kept informed and to identify if further works are required.</li> <li>• Assigned and In Progress jobs for all Technicians are monitored regularly to ensure jobs are proceeding as required.</li> <li>• Upon completion of jobs, notes are checked to accurately reflect all works completed, all parts supplied, asset number identified and then marked ready for invoicing.</li> </ul>
<b>Role: Sales</b>	
<b>Task</b>	<b>Expected outcomes, measurements and control</b>
Sales	<ul style="list-style-type: none"> <li>• Prompt and professional handling of enquiries, both phone and in person.</li> <li>• Obtaining authorisation from the client to proceed with quoted works.</li> <li>• Arrange for quotes and accurate Scope of Works to be produced in accordance with the iAssist procedures.</li> <li>• Any sales of large stock items be recorded as an opportunity.</li> </ul>
<b>Role: Administration</b>	
<b>Task</b>	<b>Expected outcomes, measurements and control</b>
Reporting	<ul style="list-style-type: none"> <li>• Daily/Weekly/Monthly targets are recorded and reported as required.</li> </ul>
Team Management	<ul style="list-style-type: none"> <li>• Workspaces are kept tidy throughout the day and prior to completion of each day.</li> <li>• Senior Management is notified of any disciplinary action conducted or required.</li> <li>• Training needs and opportunities are identified and reported to Senior Management</li> <li>• Leave, overtime and TOIL applications are authorised in accordance with the policies and procedures.</li> <li>• All staff reviews are conducted promptly and efficiently ensuring that action plans are created and monitored.</li> <li>• Regular communication with IT team regarding comebacks, complaints and compliments.</li> <li>• All Technicians meet or exceed weekly KPI's</li> <li>• All Technicians are aware of current policies and procedures relating to their roles.</li> <li>• Work experience participants and Trainees are managed positively and efficiently</li> <li>• Contribute to recruitment, performance management and termination of employees in IT &amp; Communications Departments as required.</li> <li>• Provide regular feedback, encouragement and support for all members of the team.</li> <li>• Schedule and facilitate regular Dept meetings</li> </ul>
Phone Enquiries	<ul style="list-style-type: none"> <li>• Phone calls are answered in accordance with phone policy and procedures.</li> <li>• Calls are answered in a pleasant and courteous manner.</li> <li>• Calls are answered promptly.</li> </ul>

	<ul style="list-style-type: none"> <li>• Phone messages are recorded accurately and referred through to the appropriate person.</li> <li>• Callers are referred to the correct procedure to complete their enquiry.</li> <li>• A review of telephone procedures may be monitored by mystery shoppers or other monitoring methods.</li> </ul>
Counter Enquiries	<ul style="list-style-type: none"> <li>• Enquiries are handled efficiently, courteously and professionally.</li> <li>• Visitors are referred to the correct procedure to complete their query.</li> <li>• Messages and details are accurately recorded.</li> </ul>
Warranty	<ul style="list-style-type: none"> <li>• Warranty items are managed promptly and efficiently and followed up regularly ensuring that all notes are recorded in the relevant work order.</li> </ul>
Other Administrative Tasks	<ul style="list-style-type: none"> <li>• Produce and maintain up to date, relevant procedures &amp; checklists for the IT &amp; Communications Departments.</li> <li>• Assist Management as required</li> <li>• Other tasks as directed by Management</li> <li>• Financial KPI targets are met or exceeded.</li> </ul>

<b>What we are looking for: Qualifications</b>	
Mandatory	<ul style="list-style-type: none"> <li>• Open drivers licence must be valid for the entire duration of employment at iAssist</li> <li>• Minimum 2 yrs experience in Management</li> <li>• Ability to pass a national police check that meets the Australian security Standards of our industries within two weeks of commencing work.</li> </ul>
Highly Desirable	<ul style="list-style-type: none"> <li>• Project Management Qualifications</li> <li>• Frontline Management Qualifications</li> <li>• Experience in Information Communication Technology Industry</li> </ul>
<b>What we are looking for: Skills and Attributes</b>	
In addition to our internal Culture and Values you will have:	<ul style="list-style-type: none"> <li>• Strong Leadership and Management Skills</li> <li>• General understanding of IT technologies</li> <li>• Understanding of OH&amp;S requirements</li> <li>• Highly motivated</li> <li>• Exceptional time management skills</li> <li>• Ability to think laterally</li> <li>• Strong problem solving skills</li> <li>• Sound Conflict Resolution skills</li> </ul>
<b>Key Performance Indicators</b>	
<ul style="list-style-type: none"> <li>• Financial targets met</li> <li>• Individual and team chargeable hours targets met</li> <li>• High client satisfaction</li> <li>• Works completed in reasonable time frames.</li> </ul>	

*Our Vision*

*iAssist: Real Solutions – Local People – Respected Australia wide*

*Our Mission*

*iAssist is committed to building professional relationships by giving exceptional, friendly service you can trust.*

<b><i>iAssist Internal Culture</i></b>	
<i>Confidentiality</i>	To treat all iAssist, co-worker and client data, information and systems entrusted to us with the highest degree of ethical standards.
<i>Accountability</i>	An iAssist team member is expected to take ownership and responsibility for their actions at all times.
<i>Productivity</i>	An iAssist team member must be able to manage their own time and resources in order to be efficient and effective. In turn the organisation will provide the environment and systems required to do so.
<i>Teamwork</i>	Each individual contributes and works together to achieve a common goal through effective communication, collaboration, support and encouragement.
<i>Fun</i>	Whilst maintaining a professional outlook and conduct, it is encouraged to have a laugh and joke within the team environment.
<i>Reward and Recognition</i>	We each acknowledge other team members and the contribution they make to the organisation.
<b><i>iAssist Core Values</i></b>	
<i>Trust</i>	Building relationships through confidence in our integrity, reliability and character.
<i>Integrity</i>	We uphold mutually beneficial moral and ethical values.
<i>Care</i>	We make it a priority to understand your concerns and take a personal interest. Your problems are our problems, and our solutions are your solutions.
<i>Knowledge</i>	We are dedicated to remaining at the forefront in our field by continually advancing our skills and expertise.
<i>Innovation</i>	We partner with industry leaders to understand new technologies and methods to provide solutions that meet the unique needs of our clientele.
<i>Commitment</i>	We deliver a holistic solution by taking responsibility and managing each task to a resolution.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_