

Position Title: Service/Office Manager

Location: Fremont, CA | Full Time

Compensation: \$55-\$70K /Year

Company Description: Acme Pacific Repairs is a small business that specializes in the installation, repair, and maintenance of commercial food service equipment. We are a factory authorized parts and service agency for most major brands. Our services are available to users, dealers and manufacturers. We are composed of highly trained technicians, most with over 15 years of experience in the field. They are dispatched from our centrally located office in Fremont, California. All technicians are in communication with our office by cell phone. We try to respond to all service requests within 24 hours. Technicians are available on-call after hours for emergencies. Web Site : <http://www.acmepacificrepairs.com/>

Job Description:

We are looking for seasoned, self-motivated, detail oriented & confident Service Call Manager capable of the following:

- Have a good understanding of commercial food service industry terminology
- Leader capable of managing technicians and office staff
- Responsible for launching new Service Call Software
- Address customer escalations and diffuse the situation
- Streamline operations
- Ability to utilize Quickbooks for running accounting reports
- Ability to spearhead various projects, such as inventory management, productivity reports, and office improvements

Skills/Qualifications:

- Strong Leader & motivator, capable of keeping the team together
- Excellent Customer Service & Communication skills
- Computer proficient, Good working knowledge of Microsoft Excel & Word.
- Excellent Planning & Organization skills
- Self-Motivated, Detail Oriented Team Player
- Must be able to pass the pre-employment criminal background check

Benefits:

- Paid vacation, Sick Leave after 1 year of service
- Matching 401K after 1 year of service
- Excellent Healthcare (100% COVERED BY EMPLOYER), Dental and Vision plans

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