

## **Air Tech Innovations - National Service Manager**

Air Tech Innovations is an engineering company located in the North West of England employing 30 people. Since 2016, Air Tech have been designing, manufacturing, installing, and servicing air cargo equipment across the United Kingdom and further.

Our aim is to provide a quality service at a competitive price using our many years of industry knowledge to satisfy the customer. Working with customers on a national (and world wide) basis, Air Tech develop customers ideas and turn them into a reality.

We are now opening a new office / factory in Flemalle, Belgium to use as both a manufacturing facility and also a base to provide a local service for our customers at Liege airport and also across Europe.

We have a vacancy for a **National Service Manager** who as well as helping to set up our new office, and our new service department will also be required to carry out the following key duties :

- Recruit and manage service engineers
- Attend meetings with customers
- Implement and manage service software
- Gain and grow the service department as per the budget
- H&S
- Engineer planning daily using service master scheduling system
- Engineer Training
- Project Manage Small Works
- Deal with day to day issues with all customers.
- Deal with various engineering managers
- Attend engineering meetings
- Ensuring all KPI'S and SLA'S are achieved
- Monitoring expenses/timesheets
- Staff retention/morale
- Suggest/Implement changes to the service department
- Ensure all break downs/jobs are dealt with accordingly
- Customer/engineer escalation on a rota system
- Manage holidays and sickness
- Manage and carry out site audits on engineers and action accordingly
- Manage and ensure the call out rota is managed ensure enough staff are on call

If this is of interest please email a copy of your CV to :  
[mark.hammond@airtech-innovations.com](mailto:mark.hammond@airtech-innovations.com)