

Job Title	Service Manager
Department /location position based	Jersey Office
Responsible to	Engineering Director
Responsible for	Engineers

About the Company - One partner for all your business needs in the Channel Islands

Mercury supply leading brands and services to the Corporate, Hospitality, Retail and Healthcare sectors. Founded in 1965, with offices in Jersey and Guernsey, Mercury Distribution is a trusted partner in the Channel Islands. With an experienced management team, we are at the forefront of commercial distribution, installation, and support services on the Islands. Whether it's designing a new commercial kitchen, to installing the latest eco-friendly coffee machine or supplying all your cleaning and hygiene needs, Mercury is the partner of choice for international brands and local customers.

Main duties and tasks

Core Role

- Managing the engineering team - refrigeration/catering/medical
- Schedule installation and maintenance with customers – create schedule, allocate call to engineers
- Updating customer queries
- Customer Quotes – Equipment & Repair
- Manage Engineering Stock
- Inspect/assist engineers on site
- Project meetings + Weekly Engineers meetings
- Spare parts ordering

Other

- Create RAMS for Jobs, carry out Health & Safety Audits
- Manage warehouse repairs
- Manage warehouse skips and disposal

A great opportunity for a role in a fast moving, growing local trading business. You will be responsible for the Engineers x7 (Catering, Refrigeration, Medical) and overall scheduling and management of PPM/Service/Repair/Projects. You will work closely with the Engineering Director and the Engineering Administrator and be responsible for managing the overall Engineering stock.

You will be a key member of the Company Management team and have the ability to think and see the overall picture. We are looking to the applicant to have the motivation and ability to learn and to progress to a Director of the company.