



Performance Profile Regional Service Manager

Position Summary

The winning difference is not in what we do, but in how we do it.

Your goal is to develop and nurture the client relationship and to make sure each client receives proactive service. Each client has their own unique definition of ideal service based on many service options you can provide. It is your job to help the Route Managers uncover what is important to each client and then help them deliver that service.

As Regional Service Manager, your key function is to maximize client service by successfully delivering the following objectives:

Performance Objectives:

- 1. Proactive Service and Client Retention**
- 2. Training and Developing Team Members**
- 3. Profitability & Growth**

Performance objectives

1. Proactive Service and Client Retention

One of your main focuses is on customer retention.

- Client Survey and Client Visit Follow Up
- Client Audit and Resolve any issues in a timely manner

You will respond to all client calls within 24 hours.

2. Hiring, Training and Development of Team Members

You will be responsible for leading and managing a team of Route Managers and Relief Drivers. Your number of direct reports and the geographic area you oversee may change as demanded by business needs.

Your responsibility is to know all your assigned routes and to ensure coverage at all times which may require you to service the route when necessary.

You will learn and coach from our documented training program. Importantly, you will need to uncover your team members' strengths and areas needing additional training by riding the route with them and observing them. Based on your observations and their skill level, you will need to personalize a coaching program for each Route Manager to improve their performance to achieve the ultimate goal of retaining and maximizing client service.

You will be an active participant in our continuous recruiting program to scout, recruit, interview, and hire team members for the Service Department.