Production manager/supervisor

This position will be an integral part of the CSS daily production for our service and job management processes. You will be leading, managing and holding the scheduling/dispatching team accountable for their daily tasks. Your goal each day will be to improve the customer experience related to service and jobs. Our goal is to delivery timely and accurate service/installations with the mantra to under promising and over deliver client expectations each day. Below is a list of tasks/requirements but not limited to the following:

- Requirements
    - Detail orientated
    - Must be able to work in high pressure, time-sensitive environment
    - Communication skill must be top notch
    - Must have exceptional customer service skills & ability to work with upset or frustrated clients
    - Have a sense of urgency
    - At 2-5 years' experience in the alarm industry
    - Understand alarm installation/service field processes which will help with overseeing the schedule. This position will not be defining the schedule day to day but overseeing it.
- Direct report is to GM, then to Michael Major
- Oversees the scheduling team for entire company
- Works directly with scheduling team, technicians & subcontractors
- Guide & motivate members of service/scheduling team to contribute to our daily customer service goals.
- Work to develop strategic solutions to create efficient and prompt follow up for client requests
- Define & manage:
    - an escalation process in order to improve sense of urgency
    - parts/inventory checks & balances so we don't have to "run"/deliver
- Daily audit
    - Tickets & jobs to ensure accuracy for capturing:
        - Specifically use Sedona scheduling board to capture all this data
        - Drill in to tickets from the day before each day
        - Parts & Labor
            - Each ticket & job should have technician times daily
            - Part #s, not just "smoke detector"
        - Scope of work timing is as expected
            - if the allotted X hours appears to be going over make sure we educate:
                - client, contractor & our scheduling team
    - Go back tickets are addressed:
        - Assess & communicate to client & scheduling team what is needed
            - Quotes, hours times & plan to go back
- Track various metrics including but not limited to
    - Post job audits, What went well? What went poorly?
        - Develop improvements for future jobs based on these audits

- Ticket resolution with in 24 hours of completion
- Reduce go backs
- Promptly & efficiently get go backs rescheduled
- Tickets opened past 2 weeks
- Reduce/clean up existing ticket queues for all branches