

Job Title: **Field Service Manager**

Location: **Oldbury**

Company: **Proffer Solution Ltd**

Reports To: **Executive Project Director**

Date: **04/06/2025**

### **Position Overview:**

The Field Service Manager will be responsible for overseeing and coordinating field operations, with a focus on delivering the highest standards of service and ensuring customer satisfaction. This position necessitates robust leadership abilities, technical knowledge, and an aptitude for effectively managing a team of field service technicians. The successful candidate will be tasked with formulating strategies to enhance service efficiency, implementing industry best practices, and ensuring adherence to safety and quality standards.

### **Key Responsibilities**

- Oversee and manage daily field operations to ensure optimal service delivery.
- Lead, train, and develop a team of field service representatives to enhance performance.
- Establish and maintain strong relationships with clients to understand their staffing needs.
- Collaborate with internal departments to ensure alignment with client expectations and service standards.
- Monitor field service metrics and reports, analyzing data to identify areas for improvement.
- Develop and implement strategies to optimize field service processes and increase operational efficiency.
- Address and resolve any escalated client issues in a timely and effective manner.

### **Requirements:**

- Bachelor's degree in Business Administration, Human Resources, or a related field.
- Minimum of 5 years of experience in field operations management, preferably in staffing and recruiting.
- Proven leadership skills with the ability to motivate and guide a diverse team.
- Strong analytical skills, with experience in performance metrics and reporting.
- Excellent communication skills, both verbal and written, with a professional demeanor.
- Ability to build and maintain relationships with clients and stakeholders.
- Proficiency in Microsoft Office Suite and experience with field service management software.

### **Application Process:**

Interested candidates are invited to submit their resumes and a cover letter detailing their qualifications and experience to [applications@proffersolutionltd.co.uk](mailto:applications@proffersolutionltd.co.uk). The company is committed to diversity and inclusion and encourages applications from all qualified individuals.

Proffer Solution Ltd is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.