



Service & Repair Department Manager

MWS Territory

Position Summary:

The Service & Repair Department Manager manages all aspects of operations in the Service & Repair Department at MWSCO. This full-time, exempt position will report to the Operations Manager.

Education, Knowledge & Experience:

Degree in Electronics Technology preferred, or equivalent industry experience. Thorough understanding of Service & Repair Department operations; currently possess or have the ability to obtain certification in: Miller, Hypertherm, Lincoln and other supplier service repair programs within 12 months of position acquisition. In depth understanding of electrical theory, schematic reading, electro-mechanical systems, electrical component identification. 2 years' experience preferred in welding or industrial supplies business or metal fabrication as a repair technician with understanding of MIG, TIG, FCAW, Oxy/fuel, Plasma. Previous management experience is preferred.

Primary Responsibilities:

- Responsible for all aspects of effective customer service within the Service & Repair Department
- Manage team to ensure industry leading levels of service are delivered to maintain and acquire customers
- Provide effective equipment or process troubleshooting and repair for welding power sources, plasma cutters, cutting tables and other related equipment
- Coordinate and schedule on-site service work at MWSCO customer locations
- Communicate with Automation Manager to maximize department potential
- Work with vendors regarding orders, new product introductions, application issues, defective products, product promotions and service concerns
- Follow MWS safety policies, procedures, and goals

Travel and Scheduling Requirements:

- Daily out of town travel to service, the MWS market area.
- Out of town and overnight travel for customer projects per business demand.

Interested candidates should apply to Lisa Lorisch, HR Manager via e-mail, lisal@mwsco.com.

APPLY NOW

Download and complete the [Employment Application form](#) and upload to the [Apply Online webform](#).