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**Role:** Service Manager

**Location:** Surrey

**Additional Benefits:** Competitive basic, Bonus, Vehicle, Pension, Health Cash Plan, Life Cover

Company – Service Manager - Materials Handling

Established in 1978, we have 44 years of experience in the materials handling industry and pride ourselves on our extensive and versatile product and service range. We have been sole distribution partner of Heli Forklifts since 2001 for the whole of the UK

#### **Heli Forklifts**

Founded in 1958, Heli is the 7<sup>th</sup> largest materials handling manufacturers in the world. They produce 512 products and 1700 different models and sell over 160,000 units annually into 140 different countries.

#### **Impact Group**

Grant Handling is now part of the Impact Group! Established in 1985, Impact has grown to become one of the leading providers of material handling equipment in the UK. Offering only the very best, carefully chosen equipment ranges each specified to deliver what we believe is the best value for money for our customers.

Values - Service Manager - Materials Handling

At Impact Handling our people are our most valuable asset, we are proud to recruit and train the very best in the forklift industry. Equipping them with the skills and knowledge necessary to ensure that, no matter what our customers' need, they can handle it. Our values are:

- Empowerment
- Integrity
- Pride
- Teamwork
- Respect
- Health and Safety





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### Position - Service Manager - Materials Handling

Grant Handling are actively recruiting for a service manager to work within a busy depot environment. You will ideally have experience working with materials handling equipment or similar.

You will be responsible for the depots service operation. Your role will be based around the region and you will manage a team of predominantly field based engineers as well as a small office-based team.

You will be responsible for engineer productivity, asset upkeep, customer satisfaction, fleet spend/parts authorisations and PM schedules. You will also ensure staff training is carried out inline with company guidelines as well as employee requirements.

### Skills and Experience - Service Manager - Materials Handling

- A technical background from within Materials Handling or similar
- Organised and driven individual with previous management and leadership experience
- Ability to motivate and organise teams and individuals while promoting communication and performance.
- A focus on customer requirements and expectations with the ability to meet or exceed these from an individual and team perspective
- Commercial outlook and mindset which facilitates profitable growth of the service operation and wider depot.
- Maintaining high levels of health and safety within the service department environments i.e workshops, office and customer sites. Keeping our staff safe is important to us and you will be a key member of the leadership team.
- Carry out service team 1-2-1 / appraisals to ensure visibility of performance and employee engagement



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Benefits - Service Manager - Materials Handling

- Competitive Basic
- Company Pension Scheme
- Health Cash Plan
- Life Cover
- Bonus
- Vehicle

**If you are interested in the above vacancy, please Apply Now!**