



JOB DESCRIPTION

Job Title: After-Sales Service Manager
Reports to: Vice President Enological Process Sales
FLSA Status: Full time/Regular/Exempt
Location: Windsor, CA

POSITION SUMMARY:

The After-Sales Service Manager oversees the day-to-day operations of the Maintenance & Services, Engineering, Mobile Filtration, and Parts Departments, as well as customer service needs related to Capital Equipment sold and or serviced by ATPGroup. The Manager focuses on strategic planning and goal setting and directs the operations of the respective departments in support of ATPGroup's overall growth of after-sales services.

DUTIES AND RESPONSIBILITIES:

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. To perform this job successfully, an individual must have regular and reliable attendance and be able to perform each essential function from the list below satisfactorily. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- Responsible for project management, installations, engineering, quality, receiving, facilities, mobile services, and parts/purchasing departments.
- Holds department leaders accountable to clear metrics and goals.
- Leads the various teams in quarterly meetings.
- Collaborates with management in issues solving company strategy and goal setting, sales, and safety.
- Prepares and compiles annual operating plans with each department head within the Division
- Formulates training and incentive plans
- Maintains efficient team structure and performance through analytics, processes and tools, maximizing new client engagement and working with the capital equipment sales team to develop plans to meet support and service needs for both pre- and post-equipment sales
- Utilizes the latest technology to enhance the growth of the Division.
- Provides managerial direction and leadership to key personnel in capital equipment service and installation, product development, technology, and marketing to build solid and scalable services and drive a predictable customer base.
- Develops solid people systems, processes and programs for a highly engaged workforce in the demanding area of equipment service needs and demands.
- Understands the market and industry and has direct contact with customers in order to ensure all internal and external processes and systems support the vision, mission and position of ATPGroup as a market leader.
- Works closely with business unit managers with the overall goals of improving systems and controls, coordination of activities, and ultimately increasing sales and profit within the business units while improving service levels to our customers.
- Establishes processes and controls to capture all revenue and produce timely billings for work performed with particular emphasis on Services, Parts, and Mobile Filtration units.
- Evaluates pricing / margins on all sales with initial emphasis on the Process Technology unit and makes relevant suggestions to maximize profitability.
- Develops a system to capture all labor-related employee expenses and materials costs (bill of materials) for equipment sales and other projects to measure true profitability on each equipment installation or project.



- For equipment sales and service, develops systems to capture warranty work on post-equipment installations that can be used to identify issues and improve first pass quality as well as support vendor financial participation, if necessary.
- Maintains user confidence and protects operations by keeping information confidential as required.
- Consistently demonstrates personal behavior in accordance with ATPGroup's H.I.P. principles and Core Values.
- Prepares technical reports by collecting, analyzing, and summarizing information and trends.
- Conforms with and abides by all regulations, policies, work procedures, and instructions.
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

- This position has direct reports.

REQUIRED COMPETENCIES (Knowledge, Skills, Abilities):

- Business and management principles involved in planning, resource allocation, effective leadership techniques, production methods, and coordination of people and resources
- Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar
- Knowledge of financial management and budgeting skills
- Ability to make sound business decisions based on data and statistics
- Possesses integrity, credibility, and commitment to the organizational mission
- Ability to lead teams
- Possesses strong relationship-building skills and the ability to engage teams and build a culture of excellence
- Strong communicator with great talent in driving clarity and solutions
- Demonstrated resourcefulness in setting priorities and guiding investment in people and systems
- Human behavior and performance; individual differences in ability and interests; learning and motivation
- General wine, food & beverage knowledge and an understanding of international business platform helpful
- Ability to convey information effectively in written or spoken form
- Ability to give full attention to what other people are saying, taking time to understand the points being made and asking questions as appropriate
- Use logic and reasoning to identify solutions and approaches to problems
- Ability to identify problems, evaluate options, and implement solutions
- Ability to consider the relative costs and benefits of potential actions to choose the most appropriate one
- Strong collaboration skills
- Ability to develop constructive and cooperative working relationships and maintaining them over time
- Ability to see the big picture and successfully drive efforts to reach long term goals
- Ability to observe, receive, and otherwise obtain information from all relevant sources

QUALIFICATIONS

- Minimum Bachelor's Degree in business, or related field
- Strong organizational skills, and service-leadership-oriented
- Minimum 5 years relevant work experience required
- Proficient use of Microsoft suite (Excel, Word, PowerPoint, etc.)
- 5–10 years in a Manager-level management role for a small to medium size or large global business unit



- Demonstrated successful track record in growing organizations or successfully managing turnarounds through the building and management of outstanding teams
- Previous accountability for departmental/company P&L with demonstrated experience in profitability management
- Experience working in product development, technology, and/or marketing with a strong orientation towards professional services and support
- Strong understanding of various technologies on which to build an appropriate platform for growing the business in coordination with operational and financial requirements (to include Lean, Six Sigma, Performance Improvement Processes)

PHYSICAL REQUIREMENTS

- The employee must occasionally lift, carry, and/or move up to 50 pounds.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- The ability to work in a constant state of alertness and in a safe manner at all times.
- Frequent operation of computer and other office equipment, the ability to sit at a workstation for long periods of time.
- Stand, walk, climb stairs, bend, lift, twist, pull, push, carry, grasp, reach and stoop as needed

WORKING CONDITIONS

- May work in an office, home office, and/or on the road.
- Work requires occasional weekend and/or evening work.
- Travel required approximately 20%–40% of the time.

NOTES

- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.
- The employee is expected to adhere to all company policies.
- The above information is representative of the work performed in this position; however, it is not all-inclusive. The omission of a specific duty or responsibility does not exclude it from the position if the work is similar or related to the essential duties and responsibilities.

Interested? Please e-mail your resume to:

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