

Our client is a leading dealer of premium construction equipment, providing sales, service and support across Sri Lanka and is committed to delivering excellence in equipment performance and customer satisfaction through responsive and high-quality service operations.

They are currently seeking a highly qualified and results-driven Service Manager to lead their Service Department.

SERVICE MANAGER

The successful candidate will be responsible for managing daily service operations, ensuring departmental efficiency and profitability, maintaining high standards of customer service and supporting the continued growth of the organization.

Key Responsibilities:

- Lead and supervise all aspects of the Service Department including technician performance, job scheduling and workflow optimization.
- Ensure timely and accurate diagnosis, repair and maintenance of construction equipment.
- Maintain strict adherence to safety protocols, company policies and industry standards.
- Provide expert technical support and guidance to technicians as needed.
- Oversee warranty claims and ensure timely and accurate documentation and follow-up with manufacturers.
- Manage service department budgets, labor efficiency and cost controls.
- Develop and maintain strong relationships with customers, vendors and internal teams.
- Prepare and deliver regular performance reports to senior management.

Qualifications and Requirements:

- Bachelor's degree or Diploma in Mechanical Engineering, Business Administration or a related field preferred (equivalent experience may be considered).
- Minimum of 5 to 10 years of experience in heavy or construction equipment service, with at least 5 years in a supervisory or managerial role.
- Strong technical knowledge of construction equipment such as excavators, backhoes, loaders and related machinery.
- Proficiency in service management systems (e.g., Dealer Management Systems, ERP) and diagnostic software.
- Excellent leadership, interpersonal and communication skills.
- Proven ability to manage budgets, labor hours and customer service metrics.
- OEM training certifications (e.g., Caterpillar, Komatsu, JCB, Volvo) will be considered an asset.
- Age below 45 years preferred.

A competitive remuneration package will be offered, commensurate with skills and experience.

Please submit your complete resume in PDF format, along with contact details for two non-related referees, to mslrjobs@slt.net.lk within 10 days of this advertisement. Please quote the MSL Reference Number 8141 in the subject line of your email.

**MSL Management
Systems (Pvt) Ltd.**

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