

Service Manager

Job Details

As a Service Manager at Pierce Lee Roofing, you will be responsible for leading, growing, and professionalizing our Service Department. This role owns the day-to-day execution, customer experience, and profitability of all service, repair, maintenance, and minor reroof projects. The Service Manager plays a critical role in fulfilling Pierce Lee Roofing's Core Focus—protecting and elevating commercial, industrial, and institutional facilities through premium roofing and sheet metal solutions—by delivering responsive service, high quality workmanship, and long-term customer relationships.

Job Type: Full-time

Schedule: Monday to Friday

Salary: \$70,000-80,000 per year, DOE

Job Location(s): Fargo, ND and surrounding service area

Why You Should Apply

This position requires a hands-on leader who embodies Pierce Lee Roofing's Core Values—if these define you, we would love to hear from you!

- **Take Pride in Your Work:** Deliver quality craftsmanship and stand behind every repair and service call
- **Be Hardworking & Passionate:** Go the extra mile for customers and teammates
- **Communicate Openly & Honestly:** Be transparent, positive, and adaptable
- **Solve Problems Effectively:** Use expertise, facts, and innovation to protect our customers' facilities

Responsibilities

- **Service Operations & Execution**
 - Own sales, scheduling, coordination, and execution of all service and repair work, including leak response, preventative maintenance, inspections, punch list work, and warranty items
 - Ensure service jobs are completed safely, on time, on spec, and with high-quality workmanship
 - Coordinate crews, materials, equipment, and subcontractors to maximize efficiency and minimize downtime
 - Maintain clean, safe, and organized jobsites that reflect Pierce Lee Roofing's standards and professionalism
- **Customer Experience & Relationships**
 - Serve as the primary point of contact for service customers, property managers, facility managers, and building owners
 - Respond promptly to service requests, provide clear communication on scope, timing, and expectations, and follow through until resolution
 - Conduct site visits, inspections, and diagnostics to identify issues and recommend practical, long-term solutions
 - Build trust through reliability, transparency, and standing behind Pierce Lee Roofing's work
- **Sales, Growth, & Profitability**
 - Develop and grow the service department as a profitable business unit
 - Prepare service estimates, proposals, and maintenance agreements with accurate scopes and pricing
 - Proactively identify opportunities for recurring maintenance, reroof, and retrofit work
 - Track service performance metrics such as response time, backlog, labor efficiency, and gross margin
- **Leadership & Team Development**
 - Lead, train, and support service technicians and crews to ensure consistent performance and accountability
 - Set clear expectations, provide feedback, and reinforce Pierce Lee Roofing's Core Values daily
 - Foster a positive, team-oriented culture focused on safety, craftsmanship, and continuous improvement
- **Systems, Process, & Accountability**
 - Implement and maintain consistent service processes, documentation, and job tracking
 - Ensure accurate reporting, job costing, and paperwork for timely billing and reporting
 - Collaborate with Operations, Accounting, and Sales to align service work with company goals
 - Use fact-based decision making to improve efficiency, quality, and customer outcomes

Requirements

- 5+ years of experience in commercial roofing, sheet metal, or building envelope services
- Prior experience managing service work, crews, or field operations
- Strong understanding of commercial roofing systems, leak diagnostics, repairs, and maintenance
- Ability to read plans, specifications, and service documentation
- Valid driver's license and ability to travel locally as required

Skills and Competencies

- **Leadership & Accountability:** Take ownership, follow through, and hold others accountable
- **Customer Focused Mindset:** Prioritize service, safety, and long-term relationships
- **Problem Solving:** Diagnose issues accurately and deliver practical, durable solutions
- **Communication:** Communicate openly, honestly, and professionally with customers and crews
- **Organization & Planning:** Manage schedules, priorities, and resources effectively
- **Financial Awareness:** Understand job costs, labor efficiency, and profitability drivers

Benefits

- 401(k)
- 401(k) matching
- Dental insurance
- Employee assistance program
- Employee discount
- Flexible spending account
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Referral program
- Vision insurance

Interested?

Start your career with a company that cares about the work you do. Join Pierce Lee Roofing today! If you are interested in joining our team, stop in and fill out an application at our location: **219 23rd St N, Fargo, ND 58102**. Or, [click here](#) to fill out the application and email to careers@plroofing.com or fax it to **701-232-6666** with **Attention: Human Resources**. Please feel free to call us at **(701) 232-7023** if you have any questions.

Pierce Lee Roofing is an Equal Opportunity Employer. Qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, sexual orientation, gender identity, disability, age, or veteran status.

We are a drug-free workplace with pre-employment drug testing.