



Field Service Manager (FSM) Job Description Position

Summary

The Field Service Manager (FSM) is responsible for overseeing day-to-day field operations, including service, installation, and commercial project execution. This role combines technician leadership with project management responsibilities to ensure efficient scheduling, high-quality workmanship, and exceptional customer satisfaction.

The FSM acts as the bridge between field technicians, office staff, and leadership—driving productivity, maintaining safety standards, and ensuring projects and service work are completed on time, on budget, and to specification.

Key Responsibilities

Field Operations & Team Leadership

- Supervise, coach, and support service and installation technicians
- Manage daily scheduling, dispatching, and workload balancing
- Conduct ride-alongs, job site visits, and quality inspections
- Monitor technician performance (productivity, callbacks, sales, safety)
- Train and mentor technicians to improve skills and career growth

Project Management (Commercial & Large Installations)

- Oversee commercial and large residential installation projects from start to finish
- Perform take-offs, read blueprints, and assist with estimating and proposal development
- Coordinate labor, materials, equipment, and timelines to meet project requirements
- Conduct pre-installation planning and post-install quality inspections
- Ensure all installations meet specifications, codes, and customer expectations
- Maintain accurate project documentation, timelines, and communication

Customer Management & Communication

- Serve as the primary escalation point for customer concerns
- Build and maintain strong relationships with residential and commercial customers
- Communicate project updates, timelines, and changes proactively
- Support technicians in presenting solutions and resolving issues on-site
- Ensure a high level of customer satisfaction and professionalism

Operational & Administrative Oversight

- Collaborate with Sales & Ops Manager on operational goals and performance metrics
- Ensure accurate job documentation, invoicing, and use of ServiceTitan software
- Track KPIs including revenue, ticket average, callback rate, and job completion times
- Assist in hiring, onboarding, scheduling, and disciplinary actions
- Manage inventory levels, truck stock standards, and material ordering for projects

Safety & Compliance

- Enforce all company safety policies and OSHA standards
 - Conduct job site safety inspections and ensure proper use of equipment
 - Ensure proper installation and calibration of door systems and safety features
 - Promote a culture of safety, accountability, and continuous improvement
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Qualifications & Requirements

- **5+ years of overhead door industry experience** (service and/or installation)
 - **3+ years** in a leadership or supervisory role preferred
 - Strong knowledge of mechanical systems, electrical components, and door systems
 - Proficiency in blueprint reading, take-offs, and estimating
 - Strong organizational, problem-solving, and time management skills
 - Ability to manage multiple priorities in a fast-paced environment
 - Excellent communication and leadership abilities
 - Proficient in Microsoft Office and willingness to learn ServiceTitan
 - Valid driver's license with a clean driving record
 - High school diploma/GED required (Associate's degree preferred)
 - Ability to pass pre-employment background check and drug screening
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Work Environment

- Combination of field and office work (~60% field / 40% office)
 - Frequent job site visits, including residential and commercial locations
 - Requires lifting, climbing ladders, and working in various weather conditions
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Compensation

- Salary Range: \$70,000+ DOE
- Bonus Potential: Performance-based incentives (team productivity, revenue, project completion)
- Total Compensation Potential: \$70,000 – \$100,000+