



## Service Manager

### About Form1

At Form1 we are passionate about people and serious about safety. Proudly owned and operated in Australia since 1998, we are dedicated in providing personalised essential safety services to our clients and have built long-lasting and loyal relationships with our clients. With locations in Sydney, Newcastle, Central Coast, Western NSW, and Canberra, our group of businesses, including Form1 Fire, Form1 Air, PRM, and GLS, offer a comprehensive range of services spanning fire safety, air conditioning solutions, training, consulting, and electrical technologies.

### About the role

An exciting permanent full-time opportunity has arisen within our fire business for an experienced Service Manager to join our team based out of our Artarmon office. The ideal candidate would be someone with extensive leadership and management experience within the Fire Industry, who has a proven track record of fostering strong workplace cultures and successfully managing business operations. This role will include:

- Oversee day-to-day operations, ensuring the highest standards of service delivery, customer satisfaction, operational excellence, and continuous improvement across our service sites.
- Lead and manage a team of service supervisors, technicians and coordinators.
- Develop and implement operational strategies to enhance service efficiency, quality, and customer satisfaction.
- Monitor performance metrics and implement improvement strategies.
- Recruit, train, and mentor team members, fostering a culture of continuous improvement and professional growth within the service team.
- Address any service delivery issues promptly, implementing corrective measures to prevent recurrence.

### Desired Skills and Attributes

- Proven experience in a management role within the fire industry.
- Strong leadership skills with the ability to motivate and develop a high-performing team.
- Understanding of fire protection systems, industry standards, and regulatory requirements.
- Outstanding communication and interpersonal skills, with a focus on client satisfaction.
- Must be an Australian Permanent Resident or Australian Citizen.
- Must hold a current NSW Drivers Licence.
- As a condition of employment, you will have to undergo a pre-employment medical, working with children and police check and be fully vaccinated.

### Why Form1

Form1 is not just a workplace – it's a community where you can build a rewarding career and are provided with the opportunity to flourish. We offer:

- A supportive and inclusive work culture
- Opportunities for career growth
- A strong commitment to work-life balance
- Our team enjoys competitive compensation, comprehensive benefits, and recognition for their contributions

Join us to be part of a dynamic and innovative company dedicated to excellence and employee well-being. Become part of a company that values respect, recognition, and meaningful work and provides ample opportunities for career development and a place with a leadership team that champions transparency and innovation.