



**Pile Dynamics, Inc.**

**Quality Assurance for Deep Foundations**

**Position:** Service Manager

**Location**

- PDI maintains its corporate headquarters in Cleveland (Solon), OH.

**Outlook**

- Pile Dynamics, Inc., a growing company headquartered in the greater Cleveland area, is the largest manufacturer of foundation dynamic testing equipment in the world.
- The pile testing industry is a specialized field in which PDI is the industry leader in terms of knowledge, skill, innovation and size due to its unique history and connection to some of the founders of modern dynamic testing. Since the 1970s this testing sector has been growing consistently and PDI with it.
- PDI is dedicated to pursuing excellence in quality assurance methods by providing quality products with quality service for the deep foundation industry. PDI understands itself as developing the next frontiers in deep foundation testing technology and practice.
- PDI maintains a small firm attitude despite the fact that it has global sales. This allows for a collegial and positive atmosphere despite the challenges of its cutting-edge technology and work schedule.
- PDI has a network of sales representatives spread from the Far East to South America to Australia.
- The products improve the quality assurance of deep foundations on jobsites in over 100 countries throughout the world.

**EEO Statement**

- Pile Dynamics, Inc. is an Equal Employment Opportunity company. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, or national origin.

**Diversity, Inclusion and Connectedness Statement**

- Pile Dynamics' commitment to diversity and inclusion are an integral part of our company values. We believe that attracting, developing, and retaining employees that reflect the diversity of our customers is essential to our success. PDI's inclusive culture is the result of our commitments, our collaboration, and our inspiration to grow.

## **General Summary**

The Service Manager is responsible for organizing incoming customer equipment including returns, repairs, and rentals, and communicate full-cycle process to customers.

## **Education**

- BSEE, BSET, or ASET preferred.

## **Job Responsibilities**

- Verify information, equipment, and quantities of incoming customer repairs.
- Organize and send customer quotes as needed.
- Relay scheduling information to the Repair Technicians.
- Write up customer returns through internal logging system.
- Manage rental equipment.
- Communicate daily with customers via email, phone, Microsoft Teams, WhatsApp, etc.

## **Experience**

- 5+ years experience in electronic troubleshooting.
- 3+ years of Microsoft Office experience.
- Strong organizational skills and the ability to execute in a timely manner is essential.
- Must be personable and possess the ability to represent the firm in a professional manner.
- Ability to communicate effectively, both oral and written.
- Ability to work effectively in a team.

## **Physical Requirements**

- Manual dexterity to operate office equipment. Requires extended periods of standing, walking and sitting.
- Normal or corrected vision and hearing to normal range.
- Light Work- Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly (Constantly: activity or condition exists 2/3 or more of the time) to move objects.

## **Level of Supervision**

- This position reports directly to the President.

## **Earnings & Benefits**

- This is a full-time, salaried position with an annual bonus component.
- Medical insurance (Option 500 or HSA plan)
- Dental and Vision Insurance
- Voluntary/Supplemental: Accident, Short-Term Disability and Voluntary-Term Life Insurance
- 100% coverage of Group-Term Life Insurance, Long-Term Disability and Accidental-Death-and-Dismemberment (AD&D) Insurance
- Paid vacation, sick, and holidays
- 401(k) match
- Employee Stock Ownership Plan (ESOP) enrollment after 1+ years of service

*This description is intended to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities and duties.*