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Service Manager – Heavy Equipment

Job Summary

Boyer, Inc. is seeking an experienced Heavy Equipment Service Manager to lead and oversee the maintenance, repair, and fleet service operations for our heavy construction equipment. The ideal candidate will be responsible for managing shop and field service personnel, improving equipment reliability, minimizing downtime, maintaining accurate service records, and ensuring compliance with company safety procedures and manufacturer requirements. This role requires strong leadership, organizational skills, technical expertise, and the ability to coordinate effectively with project teams.

Key Responsibilities

- Manage daily shop and field service operations for the company's heavy construction equipment fleet.
- Supervise, schedule, and support mechanics, service personnel, and other maintenance staff.
- Develop and monitor maintenance budgets, repair costs, and departmental expenses.
- Implement and monitor preventative maintenance programs and equipment service schedules.
- Oversee inspections, diagnostics, maintenance, and repairs for excavators, dozers, loaders, backhoes, compact equipment, cranes, generators, pumps, service trucks, trailers, and related equipment.
- Prioritize repairs and coordinate service activities to minimize equipment downtime and support active construction projects.
- Review equipment condition, repair history, maintenance costs, and service trends to identify recurring issues and recommend corrective actions.
- Maintain accurate service records, repair logs, work orders, maintenance schedules, warranty information, and equipment files.
- Coordinate with project managers, superintendents, equipment operators, and vendors regarding equipment availability, repairs, and field service needs.
- Manage parts inventory, purchasing, vendor relationships, outside repairs, and warranty claims.
- Review and approve repair estimates, parts orders, service work orders, and equipment replacement recommendations.
- Assist with fleet planning, equipment acquisition, disposal, and replacement decisions.
- Ensure compliance with company safety procedures, manufacturer requirements, DOT requirements, and applicable regulations.
- Train, mentor, and evaluate maintenance personnel while promoting safety, accountability, quality, and continuous improvement.
- Maintain a clean, organized, efficient, and safe shop.

Qualifications

- Minimum 8 years of experience maintaining and repairing heavy construction equipment.
- Minimum 2 years of supervisory or management experience in heavy equipment, fleet maintenance, or service environment.

- Demonstrated ability to lead service personnel, organize workloads, and manage multiple repair priorities.
- Ability to analyze maintenance records, equipment condition, repair costs, and fleet performance.
- Strong communication, organizational, leadership, and problem-solving skills.
- Proficiency with maintenance management software, service documentation, diagnostic systems, and applications.
- Ability to work independently with minimal supervision and respond to field service needs as required.
- Proficiency with Microsoft Office Suite (Outlook, Excel, and Word).
- Valid Texas Driver's License with a clean driving record.
- High school diploma or equivalent.

Preferred Skills

- Strong knowledge of diesel engines, hydraulic systems, electrical systems, drivetrains, braking systems, undercarriage components, and heavy equipment diagnostics.
- Experience managing a large fleet of heavy construction equipment and service vehicles.
- Familiarity with various types and brands of construction equipment.
- Experience with diesel emissions systems, DEF systems, electronic engine controls, telematics, and fleet management technologies.
- Knowledge of welding, cutting, fabrication, and equipment modification practices.
- Familiarity with hydraulic diagnostics and repair.
- Experience developing maintenance budgets and controlling departmental costs.
- Knowledge of DOT compliance requirements and commercial vehicle maintenance regulations.
- OSHA 10 or OSHA 30 certification.
- Ability to operate heavy equipment for testing and troubleshooting purposes.

Working Conditions

May require working outdoors in hot, cold, wet, or inclement weather conditions. Work may be performed in repair shops, equipment yards, construction sites, and remote project locations. Regular field visits and equipment inspections may be required. Physical demands may include lifting parts and tools, climbing equipment, bending, kneeling, walking on uneven terrain, and standing for extended periods.

Compensation & Benefits

- Competitive pay based on experience and qualifications.
- Paid time off.
- Ongoing training and career advancement opportunities.

How to Apply:

Submit your resume and contact information to hr@boyerinc.com. Boyer, Inc. is an equal opportunity employer and encourages all qualified individuals to apply.

Boyer, Inc. is a Drug-Free workplace and will conduct a pre-employment drug screen and physical.

It is the policy of Boyer, Inc. to be an equal opportunity employer. The company recruits, hires, trains, and promotes into all job levels the most qualified person without regard to race, color, religion, sex, national origin, age or non-job-related handicap, and the company will not discriminate against a person for any of the above reasons.