



Service Manager

Job Information

Hiring Company

Unex LLC

Subsidiary

HYTORC

Job ID

1523743

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Train Description

Tokyo Monorail Haneda Line, Ryutsu Center Station

Salary

6.5 million yen ~ 8.5 million yen

Refreshed

April 23rd, 2025 02:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Fluent (Amount Used: English usage about 50%)

Minimum Japanese Level

Fluent

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

In this role, you will be the primary point of contact for the service department handling the day-to-day operations, management of service staff, along with customer & technical support.

Responsibilities include:

- Management of the workshop service operations, including Mobile Van Techs and Workshop Service Techs to ensure structure, compliance, and standards are met.
- Monitor tech activities, calibration laboratory equipment, ISO compliance requirements.
- Manage & Support Mobile techs schedule, site inductions.
- Provide management with monthly analysis and reports on service metrics.
- Liaise with customers & sales agents to provide technical support.
- Assist in inventories with teams throughout the year.

- Management and compliance of company policies and procedures.
- Recruiting, interviewing, onboarding, & training assistance of service personnel.
- Contribute to the continual improvements in service department processes. Effective management of service personnel, processes, and quality policies in service department for streamlined repair and calibration services.

HYTORC was formed in 1968. We are the world's leader in hydraulic and pneumatic torque wrench manufacturing. Our mission is to make industrial bolting safer, simpler and more precise and thus, more reliable. From the bottom of the ocean capping an oil leak in the Gulf to the top of the world, erecting the new Freedom Tower, we help all industry with better bolting solutions. For over 55 years our focus has been on engineering new technologies for hydraulic and pneumatic torque wrenches while creating a worldwide 24/7 service network our customers can depend on. As a result HYTORC has become the most trusted name in industrial bolting systems.

HYTORC, has an exciting opportunity for an experienced Workshop Manager to lead the service operations from our main office located in Tokyo for Japan. You will effectively manage our current customer base, while growing the service business with our HYTORC mobile vans offering onsite services.

This is a fast-paced working environment and an excellent opportunity for the right person.

Required Skills

Requirements:

- The successful candidate will be self-motivated and have a proven track record of people management skills, supervisory experience, remote support, and the ability to provide excellent customer service in a fast-paced environment.
- Strong communication, organization, team building, leadership and multi-tasking skills are a must.
- Familiarity with a service program, heavy industry applications/terminology, basic mechanical aptitude with industry knowledge is strongly preferred.
- Candidate must be proficient in Excel, Microsoft products, Outlook and Teams.

HYTORC offers excellent working conditions, competitive compensation and a complete benefits package.

Submit your resume with salary requirements today for immediate consideration. Must travel daily to office in Tokyo. Periodic travel to customers sites will be required.

Company Description