

**Ludlum Systems, a new division of ET Enterprises,  
a UK subsidiary of Ludlum Measurements, Inc. (LMI)  
is seeking applications/resumes for a:**

## **Service Manager**

The Service Manager will report directly to the Operations Manager and will be responsible for the routine management of the Service and Support Division of Ludlum Systems UK radiometric team.

### **Responsibilities and Duties**

- Management and development of a team of Service Engineers
- Management of resource to ensure customer expectations are met, KPI's exceeded vs company profitability
- Offers exemplary customer service, including maintaining customer relationships and ensuring repeat customers by upselling products and services and taking care of any customer concerns or complaints quickly and professionally
- Monitors department issues and client complaints to define patterns and work to lessen those recurring issues
- Regularly audits work being done and customer service being provided to ensure all standards are met and that repair work is carried out effectively, correctly, and thoroughly
- Development and Implementation of Business Application systems and documentation
- Provision of support to Sales and Project teams where required
- Displays extensive working knowledge of industry standards and practices, including product details and company services offered

### **Requirements**

- Extensive knowledge of service and support operations
- Experience in management of service teams
- Experience in implementation of automated IT and Business Application systems
- Extensive experience in the servicing and maintenance of x-ray and nuclear instrumentation
- Existing Security Clearance to a minimum of SC
- Home based with travel to ET Enterprises offices in Uxbridge and stakeholder sites as required

**Please contact Allan Hartfield at [ahartfield@ludlums.com](mailto:ahartfield@ludlums.com) for additional details or to submit a Resume.**

*LMI offers competitive pay and a great benefit package.  
Apply online at [www.ludlums.com](http://www.ludlums.com) or apply in person.  
You may also send resumes to:*

**HR Department  
Ludlum Measurements Inc.  
501 Oak Street / P.O. Box 810  
Sweetwater, Texas 79556  
(325)235-5494  
EOE/AA**