



## POSITION DESCRIPTION

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**POSITION TITLE:** Service Center Manager  
**DEPARTMENT:** Machine Service Center

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### REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** Director of e-Learning  
**POSITIONS SUPERVISED:** Machine Service and Facilities Technician(s)

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### POSITION PURPOSE

This individual is responsible for managing the NAM Machine Service Centers operations and personnel teams. Responsibilities include full-line mechanical repair and troubleshooting support for Bona's sanding machines, through corporate owned service centers and field support as needed; including with Bona Certified Service Centers and BCCP members. This person is also responsible for gathering and communicating technical knowledge for other industry products, regulations, and trends. In addition, the individual will assist with preventative and daily operations maintenance issues at the Englewood corporate office. This individual must maintain an excellent mechanical aptitude and the ability to repair and maintain machinery and other mechanical equipment.

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### POSITION QUALIFICATIONS AND JOB DUTIES

#### QUALIFICATIONS AND EDUCATION REQUIREMENTS:

1. High school diploma and/or equivalent work experience.
  2. 5 years of management or Bona team experience.
  3. Minimum of 10 years' industry experience.
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#### JOB DUTIES:

1. Repair or replace defective parts and/or assemble machines.
2. Manage Machine Service Center and employees.
3. Trouble-shoot issues with electrical and/or electronic components.
4. Demonstrates a "hands-on" problem solving approach.
5. Identify and correct machine problems by performing standard trouble-shooting analysis; and perform required maintenance using hand, power, and specialty tools as necessary.
6. Capable of observing mechanical devices in operation and employing root-cause analysis.
7. Maintain work tickets and document completion and/or shipping of machines in the SAP C4C system.
8. Perform routine maintenance tasks within the Englewood corporate office building, including for the sub-lease tenant.
9. Assist co-workers with manual and labor-intensive tasks within the Englewood corporate office when requested.

10. Escalate maintenance issues to appropriate vendors and work with vendors to solve issues; then install measures to proactively prevent and or minimize recurring issues.
11. Able and willing to work necessary hours to meet all project deadlines, travel when necessary.
12. Other Duties - Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

## CORE COMPETENCIES

1. **Professionalism** - Upholds organizational values, demonstrates sound business ethics, works with integrity and ethically in all situations, and treats others with respect and consideration at all times regardless of their status or position. Accepts responsibility for actions, reacts well under pressure, follows through on commitments, and demonstrates consistency between words and actions.
2. **Diligence** –Perseveres in accomplishing tasks or objectives and maintains a sense of urgency about getting results.
3. **Active Communications (Verbal, Written, Listening Skills)** – Clearly expresses ideas, information, and concerns both verbally and in written format in both positive and negative situations. Actively listens, offers full attention when others speak, gives verbal and nonverbal cues of interest, asks questions for clarification, and paraphrases to ensure understanding. Actively seeks and disseminates information from and to a variety of sources, accepts responsibility for ensuring that people have the current and accurate information needed for success, and asks questions to open channels of communication. Demonstrates group presentation skills, presents information and numerical data effectively, and actively participates in meetings.
4. **Attention to Detail** – Completes work in a thorough and complete manner, provides detailed information, and tracks details at all times.
5. **Composure** – Maintains emotional control even under ambiguous or stressful circumstances, including unrealistic expectations, pressing time demands, frustrations, or interpersonal conflict. Demonstrates emotions appropriate to the situation, focuses on solving conflict, and continues performing steadily and effectively.
6. **Responsiveness** – Takes action to meet the needs of others, responds timely without supervision, and minimizes delays.
7. **Productivity** - Meets or exceeds productivity standards, completes work in timely manner, and strives to increase productivity.
8. **Problem Solving & Decision Making**– Able to identify problems, solve them, and show good judgment by isolating causes from symptoms, gathering information from a variety of sources, compiling information and solutions, involving others as appropriate, readily committing to action, and making decisions that reflect sound judgment in a timely manner. Able to identify and choose between multiple options, work well in-group problem solving situations, understand consequences of potential decisions, and support and explain reasoning for decisions.

9. **Safety** – Ensures a safe working environment for employees by providing training, enforcing safety policies and procedures, following safety policies and procedures under all circumstances, and reporting potentially unsafe conditions.
10. **Results Oriented** – Maintains an appropriate focus on short and long term goals, outcomes, and accomplishments, conveys a sense of urgency to make things happen, and displays a sense of urgency about getting results. Motivated by achievement and persist until the goal is reached.

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Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### PHYSICAL DEMANDS

1. Must be able to remain in a stationary position 25% of the time.
2. Must be able to bend, climb stairs, and continuously stand or walk 75% of the time.
3. Must be able to physically run all Bona machines.
4. Must be able to position self to reach all areas of machine, including under and above (requires bending, squatting, crawling, climbing, reaching).
5. Must be able to lift and carry 15-25 pounds and frequently move equipment weighing up to 200 pounds.
6. Requires the use of hands for grasping and fine manipulations.
7. Must be able to communicate effectively by listening and also in both written and verbal forms.

#### WORK ENVIRONMENT

1. Generally, works in a machine repair/service environment but is also required to perform job duties in a typical office setting.
2. This position regularly requires large amounts of time to be spent using machine equipment, which generally entails regular and repetitive motions along with exposure to loud noises. All safety procedures should be adhered to in these situations.
3. This position also requires some amount of time to be spent using computer equipment, which entails regular and repetitive motions.
4. Will regularly be exposed to fumes, airborne particles, or chemicals. All safety procedures should be adhered to in each of these situations.
5. Subject to working near moving parts of heavy machinery and high voltage equipment where use of appropriate safety equipment is required.
6. Work includes indoor and outdoor environment during possible adverse weather conditions.

Salary/ Wage Range \$55,000-\$70,000

Compensation for the role will depend on a number of factors, including a candidate's qualifications, skills,

competencies and experience and may fall outside of the range shown. Bona offers a competitive total rewards package, which includes a 401k match, Open PTO, healthcare coverage and a broad

range of other benefits. Learn more at <https://us.bona.com/companyInfo/work-at-bona.html>

## SIGNATURES

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This job description has been approved by all levels of management.

**Manager Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Human Resources Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

The employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Bona US is an at-will employer. Therefore, both the employee and the employer retains the option of ending the employment relationship with the Company at any time, with or without notice or cause. Neither this document nor any other oral or written representations may be considered a contract for any specific period of time.