

Position Summary:

CanCrete is looking for an experienced Parts & Service Manager to oversee the day-to-day operations of our Mississauga and Orangeville locations, by leading a team of Parts Associates and Technicians, to efficiently deliver customer satisfaction and revenue growth in line with targeted business and financial objectives.

Responsibilities:

- Manage efficient and profitable operation of both the service and parts departments.
- Responsible for managing the parts and service team for Ontario (Orangeville and Mississauga) ensuring monthly/annual business results/KPIs are met
- Lead daily/weekly/monthly priority and update meetings
- Member of the CanCrete leadership team – inputting to, and taking direction from - back to respective teams
- Provide employee mentorship, performance feedback, and opportunities for development
- Knowledgeable in end-to-end parts sales process and equipment servicing/repair processes
- Ensures sales order, purchase order, & or service/work order documentation are accurate, legible, & complete
- Root cause analysis for issues, to drive resolution
- Leads improvements/initiatives within the departments driving customer satisfaction, employee engagement, & company profitability
- Monitor, maintain and improve - productivity, proficiency, and efficiency of the service and parts associates
- Ensure that policies & procedures are followed
- Act as an escalation point and problem solver for customers, rentals, and parts/service team
- Resolve customer complaints by investigating problems, developing solutions, and making recommendations.
- Responsible for accurate pricing, generating parts and service revenue
- Maintain supportive/productive relationships with suppliers across various brands
- Bi-weekly call with Putzmeister for supply issues/resolutions
- Escalate issues/needs to suppliers as appropriate
- Understand supplier and manufacturer promotions, pricing structures, ordering requirements, inventory levels and communicate with other departments about changes as required
- Responsible for managing inventory supply, inventory value, reorder points, rental inventory, BOM's, deadstock and transfers between locations

The Ideal Candidate:

- Minimum high school diploma although post secondary education is an asset
- 5+ years experience in a parts/service Management role
- An understanding of concrete, construction and concrete pumping is an asset
- ERP system experience
- Very strong written and verbal communication skills
- Proven ability to deliver results including KPI responsibility
- An organized, strategic thinker with strong business acumen and the ability to prioritize tasks at hand
- Proficiency in using Microsoft Office Suite applications
- Valid G driver's license

The Benefits:

CanCrete Equipment Ltd. offers a competitive salary, a company sponsored pension matching program, a complete benefits package and great career advancement opportunities. The chosen candidate will have a seat at the decision-making table for a high growth company and ability to make a difference in the direction of CanCrete. Hands on equipment training (on/off job site, and OEM) will be provided.

CanCrete values diversity and the contribution of all team members through regular performance reviews, career planning, lunches, BBQ's, annual bonuses, and gift cards.

Job Type: Full-time, Permanent