



Parts & Service Manager

About CanCrete:

CanCrete Equipment Ltd. headquartered in Mississauga, is a leading supplier of parts and equipment for Central and Eastern Canada's concrete pumping market. We offer solutions to the concrete industry, be it through new equipment, used equipment, rentals, parts, service, or simply providing advice when needed.

The Role:

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.

Key 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, and or service/work order documentation are accurate, legible, and complete
- Root cause analysis for issues, to drive resolution
- Leads improvements/initiatives within the departments driving customer satisfaction, employee engagement, and company profitability
- Monitor, maintain, and improve productivity, proficiency, and efficiency of the service and parts associates
- Ensure that policies and 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

Qualifications:

- Minimum high school diploma although post-secondary education is an asset
- 5+ years experience in a parts/service Management role
- Strong mechanical aptitude; hands on experience with electrical and hydraulic systems
- 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

What We Offer:

- Competitive salary
- Company sponsored pension matching program
- Complete benefits package
- Annual bonuses
- Lunches, BBQs, and gift cards
- Great career advancement opportunities
- A seat at the decision-making table for a high growth company and ability to make a difference in the direction of CanCrete

CanCrete is committed to an inclusive workplace that values and promotes diversity. We believe that our workplace should reflect the communities we serve, and we strive to build and nurture a culture where employees feel empowered and valued.