

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 Service Manager to oversee the day-to-day operations of our Orangeville locations by leading a team Technicians, to efficiently deliver customer satisfaction and revenue growth in line with targeted business and financial objectives.

Key Responsibilities:

- Assign tasks to technicians
- Communicate with equipment owners for authorizing of servicing and repairs as required
- Review documentation and/or repair order to ensure all required information on repair order is accurate, legible, and complete
- Over the phone customer support may be required
- Maintain and organize workflow of shop
- Prioritizing major and minor repairs
- Monitor, maintain, and improve productivity, proficiency, and efficiency of the service team
- Establishes, develops, and maintains business relationships with current and prospective customers
- Review documentation and/or service/work order to ensure all required information is accurate, legible, and complete
- Responsible for managing the service team for Ontario (Orangeville and Mississauga), ensuring monthly/annual business results/KPIs are met
- Knowledgeable in end-to-end equipment servicing/repair processes
- Lead daily/weekly/monthly priority and update meetings
- Provide employee mentorship, performance feedback, and opportunities for development
- Leads improvements/initiatives within the departments driving customer satisfaction, employee engagement, and company profitability
- Ensure that policies and procedures are followed
- Act as an escalation point and problem solver for customers, rentals, and service team

Qualifications:

- At least 2-3 years experience in a service manager role
- Previous experience as a heavy equipment technician is required
- Technician experience with concrete pumping equipment is an asset
- Possess strong technical skills with the ability to inspect, diagnose, recommend, service, and repair faults & malfunctions in mechanical components, hydraulic systems, and electronics of equipment
- An understanding of concrete, construction, and concrete pumping is an asset
- Demonstrated aptitude for problem-solving; must be results-oriented with the ability to determine solutions for customers
- Strong leadership skills
- Able to work both independently and within a team environment
- Must possess excellent verbal and written communication skills
- Engages and operates with a high level of integrity and reliability
- Detail-oriented with high level of organizational skills and professionalism
- Excellent customer service skills

- Ability to meet tight deadlines in a fast-paced environment and prioritize/manage time and assignments
- Have a valid DZ license with a clean driver's abstract

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.