

Parts Department Manager

About CanCrete:

CanCrete Equipment Ltd. headquartered in Mississauga, is a leading supplier of parts and equipment for Canada's concrete pumping market. With four stocking locations across Canada, 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 Department Manager to oversee all Canadian locations and approximately \$5M of inventory, by leading a team of Parts Associates to efficiently deliver customer satisfaction and revenue growth in line with targeted business and financial objectives.

Key Responsibilities:

- Manage an efficient, growing, and profitable Parts Department by way of ensuring employee engagement and best in class customer service
- Responsible for managing the parts team for Canada, 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 and warehousing processes
- Ensures sales order, purchase order, and/or 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 parts associates
- Ensure that policies and procedures are followed
- Act as an escalation point and problem solver for customers, rentals, and parts team
- Resolve customer complaints by investigating problems, developing solutions, and making recommendations
- Responsible for accurate pricing, generating parts revenue
- Maintain supportive/productive relationships with suppliers across various brands
- Lead bi-weekly call with key vendors 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/pricing, reorder points, rental inventory, BOM's, deadstock, and transfers between locations

Qualifications:

- Post Secondary Degree
- 5+ years experience in a Parts Sales and/or Management role
- An understanding of concrete, construction, and concrete pumping is an asset
- ERP system experience
- Very strong written and verbal communication skills
- Expert in using Microsoft Office Suite applications
- Proven ability to deliver results including KPI responsibility
- An organized, strategic thinker with strong business acumen and the ability to prioritize tasks at hand
- 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.