

## **Technical Service Manager (Shop Manager)**

### **CanCrete Equipment Ltd**

#### **Position Summary:**

CanCrete is looking for an experienced Technical Service Manager to oversee the day-to-day operations of our Surrey location, and contribute to our National Service Team, by leading a team of Service Technicians to efficiently deliver customer satisfaction and revenue growth in line with targeted business and financial objectives.

#### **Responsibilities:**

- Hands on technical resource to Surrey Service Department and CanCrete National Service Team in electrical, hydraulic, and mechanical concrete pump repairs
- Manage efficient and profitable operation of the Surrey Service Department
  - Responsible for ensuring monthly/annual business results/KPIs are met
  - Member of the CanCrete National Service team – inputting to and taking direction from - back to team
- Knowledgeable in end-to-end equipment servicing/repair processes including procurement through to invoicing
- Establish, develop, and maintain business relationships with current and prospective customers
- Ensure fair, timely, and quality service work on all client units
- Create/review documentation and/or work orders to ensure all required information is accurate, legible and complete for communication with clients and accounting
- Coordinate and monitor Department repairs
- Manage staff and employees' work schedules
- Provide employee mentorship, performance feedback, and opportunities for development
- Lead improvements/initiatives within the departments driving customer satisfaction, employee engagement, and company profitability
- Monitor, maintain and improve - productivity, proficiency, and efficiency of the service associates
- Act as an escalation point and problem solver for customers, and team
- Resolve customer complaints by investigating problems, developing solutions, and making recommendations
- Adhere to Manufacturer's warranty policies and procedures, and company policies and procedures
- Maintain supportive/productive relationships with suppliers across various brands
- Maintain tools and equipment to company standards
- Ensure a safe working environment
- Recruit, hire and supervise staff
- Prepare and submit reports

- Plan and implement changes to machinery and equipment, production systems and methods of work
- Requisition or order materials, equipment and supplies
- Direct quality control inspections
- Hire, supervise and train or oversee training of employees in the use of new equipment or production techniques
- Supervise other technical staff

**The Ideal Candidate:**

- Bachelor's degree in Engineering related field or business
- 5+ years experience in a service management position
- An understanding of concrete, construction and concrete pumping is an asset
- Point of sale system
- Inventory control software
- Electronic mail
- Internet
- SAP (FI/CO/ HR / MM / OT SD)proficiency +2 years experience
- 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 MS Windows, Microsoft Office Suite applications
- Technical Manuals
- Valid driver's license

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.