



Career Opportunity

Service Manager

Lacombe, AB

Role Summary

Reporting to the General Manager, the Service Manager is responsible for providing professional, efficient and timely service and repair for all after sales product. The position requires leadership and motivational skills to supervise the Service team and drive team performance.

- Planning and implementing systems and coordinating operations to deliver seamless customer service for equipment installations and servicing
- Managing the servicing function within specific budget guidelines and profit margins, controlling costs (overtime, operating expenses, tools, equipment, vehicle and other costs, etc.)
- Contracting of subtrades when needed to ensure service commitments are met
- Leadership and supervision of the Service Department including staffing decisions, orientation, training, performance management, employee relations, scheduling, payroll, and health and safety
- Oversee the operational needs of the Service Department and Repair Shop including acquisition and organization of tools, equipment, supplies, vehicles, computers, phones, etc.
- Effective and efficient management of extensive inventory of tools and supplies; assists the inventory department in adjusting inventory as required
- Coordinate operations and services and liaise with other Departments to ensure customer satisfaction
- Assist staff with problem solving to meet customer service requirements; processes Lely warranties; credits customer accounts as required
- Oversee the maintenance of facilities and vehicles including electrical maintenance
- Other projects and initiatives as assigned.

Desired Skills

- Certificate in Business and/or leadership field of study
- Minimum 3 years' experience in a managerial or leadership role
- Working knowledge of agricultural equipment including dairy robotics, motors, generators, etc.
- Strong communication and interpersonal skills
- Strong customer service orientation with problem-solving attitude
- Excellent organizational skills
- Ability to work on call

If you are interested in this position and meet the above criteria, please submit your resume in confidence to careers@agrihub.ca