

Service Manager

Collicutt Energy Services Corp. is seeking a full-time Service Manager for our Red Deer facility to lead, mentor and develop the field services team, including technicians, support and sales staff. The ideal candidate will have proven leadership ability, analytical and decision-making skills supported by strong communication abilities and willingness to work as part of a multi-tasking team.

The successful candidate will be responsible for but not limited to:

Safety

- Participate in daily/monthly safety discussions
- Ensure that all required CORE requirements are being met
- Foster top down leadership in safety attitude
- Ensure all team members are being trained and are competent in all areas in which Collicutt does business

Quality/Continuous Improvement

- Ensure all field mechanical services are performed according to Collicutt's high quality standards
- Ensure all service work performed by technicians is well documented and follows a quality plan
- Determine the causes for warranty issues and be innovative in working towards resolving them
- Work with other departments to review and develop policies to ensure higher efficiency throughout the department and organization
- Oversee and schedule training for all service department members
- Effectively communicate with all stakeholders on work to be performed, changes required, job status, etc.
- Provide recommendations and assistance to senior management in the planning, implementation, and evaluation of modifications to existing operations, systems, and procedures
- Conduct meetings with Service Department team members to discuss activities and problems of mutual interest, and to develop strategies for a more efficient operation

Technical Support

- Provide direction, respond to questions and assist in increasing the overall caliber of knowledge and efficiency in Field/Shop Services
- Ability to work alongside shop or field technicians when the need arises
- Act as an advocate for guidance and technical instruction to Field Service Technicians
- Assist in diagnosing malfunctions or faulty operation of engines, generators, pumps, transmissions and compressors

Leadership

- Foster positive relationships between Field Service Technicians, clients, coworkers and other departments within the company
- Quick response to and resolution of customer and technician needs
- Co-ordinate processes, people, and activities to ensure a profitable department
- Maintain relationships with both internal and external customers
- Assist with the development of annual plans for the service department and measure performance against the plan on a monthly basis
- Mentor, develop and support staff for future growth and development; develop a succession plan by forecasting future company requirements for personnel
- Evaluate the performance of direct reports and provide coaching and development opportunities to improve employee performance
- Hire, train, motivate, counsel, manage and monitor the performance of all service department team members

Financial

- Job Quoting
- Management of the service fleet
- Close jobs in a timely fashion and invoice on a regular basis
- Monthly and quarterly financial reports and budgeting for the department
- Make sales calls with the VP Operations and sales reps to obtain potential clients, as well as visiting current clients to promote business

Required Experience & Skills:

Required

- Management/Supervisory experience with the ability to affectively lead, train, coach, influence and motivate a team
- Strong business acumen
- Superior communication and organization skills
- Strong attention to detail with proven track record on delivering results, and the ability to work in a fast-paced changing environment while effectively managing and adapting to multiple changing priorities
- Analytical and decision-making skills with a mindset to influence and collaborate effectively
- Proficient with MS Office suite (Word, Excel, PowerPoint, etc.)
- High level of energy, initiative and drive to get the job done

Preferred

- Mechanical aptitude
- Bachelor's degree or journeyman trade certification an asset (Millwright, HET, etc.)
- Power generation knowledge or equivalent related experience
- Business to business experience
- SAP Business One experience
- Project management experience
- Available for, and legally able to, travel internationally

The potential for success with our expanding, progressive, privately owned business is unlimited. We recognize our team members as individuals, and consider mutual RESPECT to be the key to building a cohesive, productive Team.

We offer a comprehensive compensation package including: solid group benefits, RRSP matching, PPE allotment, referral bonus, apprenticeship and course reimbursements, bereavement benefits, and access to world class medical specialists through our unique Best Doctor's program.

If you are interested in this exciting opportunity that offers endless learning opportunities, a safety first philosophy, mutual commitment, fun, and community involvement, then don't wait any longer! Come be part of our FAMILY.

Please submit your resume in confidence, along with your salary expectation, and availability by responding to this ad.

*No One Gets Hurt ~ We Are Like a Family ~ Do What's Right ~ Do What You Say ~
~ It's Fun to Win ~ Finding a Better Way*

