



## Service Supervisor

We have an exciting opportunity for a Service Supervisor to join our growing team. If successful, you will be responsible for supervising a team of amazing people who provide maintenance and service for the transportation industry. Come kick-start your career with us today!

### Things you will do:

- You lead a team of Service Employees (Mechanics, Drivers, Lead Hands) to successfully achieve service targets while ensuring they have the planning, tools, materials, resources, training and support needed to meet established goals.
- Manage customer relationships by providing exceptional levels of service, quality workmanship, and effective communication.
- Organize shop activities and workload including scheduling of service jobs, movement of equipment, manpower resources and assignment of work.
- Generate estimates and quotations for incoming service jobs and repairs as required.
- Coordinate daily activities for Lead Hands and oversee maintenance functions.
- Ensure effective shift pass-offs of critical information and job status.
- You proactively seek out continuous improvement opportunities across the shop to increase throughput and quality of work.
- You will put safety first always by leading by example and ensuring that your team members leave the workplace in the same or better condition than they arrived.
- Work closely with the H&S department on investigations, inspections and other required safety program management tasks.
- Facilitate crew talks that motivate your team and provide them with critical information regarding the company goals and objectives, as well as day to day operations.
- Work closely with internal stakeholders and customers to achieve departmental & corporate goals as a team player.
- Provide technical training and mentorship to direct reports that empowers them to be independent and successful in their roles.
- Ensure that administrative related requirements are completed including but not limited to: quality control, ERP, safety management, time & attendance, performance management including disciplinary administration etc.
- Promote the company culture of continuous improvement and HEART (honesty, excellence, accountability, respect and teamwork) at all times not because you have to, but because you share the same values.
- Communicate regularly with Management on departmental results, challenges, and wins.

### What you have:

1. Red Seal HD/CT Mechanic Certification considered a strong asset
2. Grade 12 education or equivalent work experience
3. 5+ years of experience in a service shop and/or trucking industry
4. 3+ years of leadership experience managing and motivating teams
5. Experience working with ERP systems (Visual considered an asset)
6. Intermediate to advanced skills working with Microsoft Office Suite
7. Experience using and administering time and attendance software



### **Who are you?**

- You are a passionate and supportive leader who cares about your team
- You have strong mechanical and technical aptitude
- You know how to motivate a team to achieve goals and targets
- Safety comes first for yourself and your co-workers
- You lead by example at all times
- You show up every day with a positive attitude and set the tone for your team
- You are mechanically inclined and are committed to producing top notch quality work
- You are organized and stay on track to get the job done right and on time
- You can communicate and write in the English language
- You are able to lift up to 50lbs & perform the physical requirements of the role

### **What's in it for you?**

- Competitive pay that rewards you fairly for the work that you do
- A condensed work week that gives you more time off to chase your hobbies and spend time with family & friends
- Shift premiums & opportunities to generate overtime earnings when available
- Extended Health Care Benefits for you and your immediate family to enjoy
- A fun work environment with good people who enjoy what they do
- Leadership who cares and puts your safety at the forefront daily

Precautionary measures have been implemented to protect the health of our employees. This includes daily health screening, increased sanitization, social distancing, and restrictions on guests and visitors permitted on site.