



Who are we?

Proudly Canadian and respected throughout the industry, we have built our success through expertise, integrity and innovation in providing on-site power generating solutions nationwide. For more than 55 years, our unparalleled reputation for delivering the right generator solution and superior customer service has been built by our loyal Customers. Visit us at www.totalpower.ca to learn more about us.

Our growth:

As Canada's 1st Choice for PowerGen, our strategic goal is to double in size in the next 5 years. If you want to be part of our success story, join our family and grow with us!

Our culture: Our employees are our biggest asset; their engagement and passion are the key to our success. We EMPOWER them to be ENGAGED!

"Thank you for making this company a very warming and welcoming place to work and do business in." – Service Manager

What we offer?

- 100% employer paid medical and dental benefits
- Employer RRSP matching program
- Annual Health/Wellness Spending accounts

We are hiring! Service Manager, Mississauga

Responsibilities include:

- Provide direction and support to Technicians holding them accountable for quality, productivity, and customer service.
- In collaboration with the dispatch team, ensure that Technician time is optimized in terms of billable service, while ensuring the right Technician with the right skills for the job is dispatched in the most efficient manner, and that all required job details (reports, hours, parts, comments) are accurately executed in-system.
- Perform technician one-on-ones, performance management and employee development during field visits and technician ride-alongs.
- Provide leadership in achieving Service Metrics Targets and customer satisfaction.
- Take a pro-active approach to resolving any customer complaints or disputes, continuing to promote a high standard of customer service.
- Assist with determining required staffing levels, related recruiting, and orientations.
- Increase technician productivity with the objective of improving our competitiveness and increasing income. This will include making equipment and supplies purchase recommendations and orders.
- Ensure hours used to perform work are reflective of hours allotted, and where exceptions are encountered, all possible steps are taken to mitigate future issues.
- Partner with Service Sales to ensure customer acquisition, renewals, and customer loyalty are optimized.

- Perform random site audits to ensure that our services consistently achieve the highest standards in our industry.

Education and other Requirements:

- 5+ years of Service Technician experience in generator industry required.
- Excellent working knowledge of Microsoft Office and computers.
- Valid driver's license and personal vehicle insurance.
- Strong HR management, interpersonal, and customer service skills.
- Team building, coaching, training, with the ability to coordinate activities, and improve task efficiency.
- Excellent communication; verbal and written.
- Problem solving, negotiation, decision making, and judgment.
- Excellent organizational skills with strong multi-tasking capabilities
- In the case of a power outage or declared State of Emergency by any level of Government in Ontario, be available for work.
- Travel and overtime as required. Participation in the after-hours on call rotation required.
- Lifting or moving up to 40lbs may be required.

Selected candidates with disabilities who require support in the selection process will be accommodated to the best of our ability. Please let us know how we can help.

Only those selected for an interview will be contacted.

No Agencies please.