



We are hiring! Branch Service Manager, Calgary

What You'll Do – The Role

- Provide direction and support to branch Service Staff, Field Service Technicians and Service Sales Representative.
- Increase technician productivity to exceed department profitability goals.
- Provide leadership in achieving service metrics targets.
- Project manage major repairs and special projects.
- Responsible for field service accounts receivable issue resolution.
- Evaluate repair quotes, as required, to ensure the proper hours and material is quoted.
- Act as lead contact for facility.
- Assist HR with; recruitment, employee relations, investigations, disciplinary actions and onboarding of new employees.
- Manage uniforms, PPE, tool requirements & load bank maintenance.
- Manage and approve technician overtime and related time sheet review and approval.
- Ensure the coordination and scheduling of maintenance and repair always prioritizing emergencies and verifying credit worthiness.
- Provide budgets, forecasts, and operational objectives as requested and required.
- Point of contact for IT infrastructure and maintenance within the local facility.

What You Need

- High school graduate and posts secondary education.
- 5+ years of management experience in a similar industry an asset.
- Excellent working knowledge of:
 - Microsoft Office and computers.
 - Business Systems: GP, Finance Reporter, CRM
- Valid driver's license and personal vehicle insurance.
- In the case of a power outage or declared State of Emergency by any level of Government in Alberta, be available for work.
- Other tasks and responsibilities as may be required.

Working Conditions

- Travel will be required. A valid passport and ability to enter the US may be required on occasion.

SOUNDS LIKE YOU?? APPLY NOW

A little bit about Us...

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.

We offer:

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

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

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.