

**Title:** Field Service Manager  
**Company:** Total Power Limited  
**Location:** Mississauga, ON  
**Job Type:** Permanent, Full-Time  
**Post Date:** May 11, 2022

#### **We Offer**

- 100% Employer Paid Medical and Dental Benefits
- Employer RRSP Matching Program
- Annual Health/Wellness Spending Accounts
- Professional Growth & Development

#### **What You'll Do – The Role (Responsibilities)**

- Lead the Field Service Technicians to exceed; sales revenue, gross margins and income forecasts.
- Complete regular ride-alongs with Technicians, providing technical and procedural coaching and mentoring.
- 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.
- 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. This will involve direct customer contact with established negotiation authority.
- Ensure that all Health & Safety requirements are followed and continually work to reduce our risk.
- Manage and approve Technician timecards including overtime and double-time.
- Assist with determining required staffing levels, related recruiting, and orientations.
- Perform technician one-on-ones, performance management and employee development.
- 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.
- Ensure that all Employee's work together and communicate in such a way that will avoid problems and disputes, always putting the Customer first. Prioritize duties for all field employees.
- Other tasks and responsibilities as may be required from time to time consistent with the position of Service Manager and the job description and duties set out above.

#### **What You Need (Requirements)**

- 5+ years of Service Technician experience in generator industry required.
- Excellent working knowledge of Microsoft Office and computers.
- Valid ON Driver's License in good standing 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.
- Travel and overtime as required. Participation in the after-hours on call rotation required.
- In the case of power outage or declared State of Emergency by any level of Government in Ontario, be available for work.

#### **Working Conditions**

- Travel will be required. A valid passport and ability to enter the US may be required on occasion.
- Manual dexterity required to use desktop computer and peripherals.
- Overtime as required.
- Lifting or moving up to 40lbs. may be required.

**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 60 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](http://www.totalpower.ca) to learn more about us.

**Our growth:** As Canada's 1st Choice for PowerGen, we've been growing quickly and aim to keep doing so – 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.**