



— BC'S PREFERRED EQUIPMENT DEALER —

### **Williams Machinery**

Based in British Columbia, Williams Machinery is over 100 years old and is part of the Wesgroup Equipment family of companies. We are a well-established and growing equipment dealer with an extensive range of products and services for various industries including: material handling, construction, forestry, agriculture and much more. We sell and service high quality equipment such as Linde, Clark, Doosan, Bobcat and Konecranes.

We appreciate and recognize the talent and efforts of our amazing employees. As our company grows, we are on the lookout for talented people. We value honesty, integrity and trust in our relationships and use co-operation and communication to achieve excellence and high levels of customer service. We are BC's Preferred Equipment Dealer!

Our successful customer focused approach has us growing, so come explore the opportunity to grow with us!

**DATE: Jan 2017**

**POSITION: Service Manager**

**LOCATION: Prince George**

Williams Machinery, BC's Preferred Equipment Dealer, is a great place to work with a focus on providing exceptional customer service and operating with excellence within a fast-paced team environment.

This is an opportunity for a person with excellent problem solving ability, self-motivation, and above average customer service skills to join the team at Williams Machinery as a Service Manager.

#### **Key Responsibilities:**

- Manage a team of mobile and shop based technicians on all aspects of productivity, scheduling and billing.
- Liaise directly with customers providing equipment repair updates and accurate costing expectations.
- Provide follow up with both internal and external customers for technical related issues.
- Develop and work within budgets to maintain a profitable operation under best practice industry model.
- Drive team productivity to reach or exceed monthly targets.
- Actively support employees to ensure high levels of teamwork, engagement and customer service.
- Facilitate product technical support to technicians from OEM's.
- Monitor technical training requirements of team and arrange training when needed.
- Promote and maintain a safe and clean working environment, complying with all relevant legislation.
- Maintain tool inventories including software testing and serviceability checks.
- Deliver differentiation via our G.R.I.T brand through consistent, exceptional measured customer service.
- Proactively seek opportunities to grow customer accounts while carrying out your duties.

#### **Required Knowledge, Skills & Abilities:**

- Skills in diagnostics and repairs on spark ignition LPG engines and systems, diesel compression ignition engines, hydraulics, hydrostatic drives and electrical systems, and electric powered industrial trucks.
- Excellent customer service skills.
- 3-5 years' experience in a supervisory or service manager role.
- Ability to develop and maintain a highly effective team.
- Strong troubleshooting and problem solving skills.
- Valid driver's license and clean driving record.
- Strong execution and communication skills both verbal and written.
- Excellent organizational and interpersonal skills.
- Ability to contribute positively to the team environment with willingness and desire to learn.
- A proactive autonomous individual driven by own high standards and desire to succeed.
- Knowledge and experience in construction, transportation, mining, oil & gas, pipeline, and power transmission projects is an asset to this role.

In our day to day interactions we are guided by our values and quest to be BC's Preferred Equipment Dealer. If you love dealing with customers, are self-motivated and want to be part of a winning team, we would love to hear from you. We offer a competitive compensation and benefits package, which includes a comprehensive extended health and dental plan, MSP and 3 weeks' vacation to start. Other rewards include a recognition program, training opportunities and more.

Please email your resume and a cover letter to [careers@williamsmachinery.com](mailto:careers@williamsmachinery.com) quoting the position title of "Service manager-PG" and your last name in the subject line of the email. Please include your salary expectations in your cover letter. Due to the volume of applicants, please accept our apologies in advance, as only those candidates shortlisted will be contacted. We sincerely appreciate your interest in our company. Thank you for exploring career opportunities with Williams Machinery.