



PRODUCT SUPPORT MANAGER

JOB SUMMARY

The Senior Product Support Manager will oversee the overall operations of both the Service and Parts Departments. You will demonstrate excellent leadership and management skills, directing existing team members. You will identify mentorship opportunities within the team and aid the continued growth and development of the team. You will identify and implement process improvements and possess a continuous improvement mindset.

KNOWLEDGE AND SKILLS REQUIREMENTS

- 10+ years of management experience with a proven track record of team leadership and mentorship.
- Post secondary education in Business Administration or a related field.
- Previous experience in industrial/construction equipment manufacturing managing parts and/or service teams preferred.
- Demonstrated experience in identifying and implementing process improvements, with a continuous improvement mindset.
- Skilled mentor with a proven track record of effective leadership and management, with a focus on team growth and development.

RESPONSIBILITIES

- Ensure compliance with relevant regulations, standards, and quality assurance protocols to uphold the company's reputation for excellence and reliability in parts and service operations.
- Utilize analytical skills and industry expertise to identify opportunities for process optimization and efficiency enhancements.
- Foster a culture of continuous improvement within the parts and service teams, encouraging team members to proactively identify opportunities for innovation, efficiency gains, and service excellence.
- Effectively communicate any potential process changes with team members ensuring comprehensive understanding and buy-in.
- Develop and implement performance metrics and reporting mechanisms to monitor key performance indicators (KPIs), track progress, and drive data-driven decision-making.
- Stay updated on industry trends and technological advancements to drive continuous improvement.
- Work closely with team members to identify areas of growth in their continued professional development.

Use our online application form, or email your cover letter and resume to: careers@amiattachments.com