



Subsidiary of Federal Signal Corporation

WHO WE ARE:

As the leading distributor of public works equipment, Joe Johnson Equipment (JJE) provides mobile infrastructure-maintenance equipment to municipalities and contractors across Canada and the US. Through our branch network, we sell, rent, lease, service and support Vacuum Trucks, Refuse & Recycling Collection Vehicles, Street Sweepers, Snow Removal Equipment, Mowing Equipment, Ice Resurfacing Equipment, Sewer Cleaners and Inspection Cameras.

JJE is a dynamic and growing organization, focused on maintaining an Employer of Choice culture that is committed to providing challenging and rewarding career opportunities. JJE employees enjoy competitive compensation packages, robust group benefits and an opportunity to grow professionally within a supportive and stable work environment.

JJE is a proud subsidiary of Federal Signal Corporation.

SERVICE MANAGER

LOCATION: MONTREAL, QC (ANJOU)
POSITION TYPE: FULL TIME

POSITION SUMMARY:

The Service Manager will be focused on providing leadership and direction to the Service team, overseeing the day-to-day operations of the Service department in alignment with JJE's Service objectives and strategic direction and developing strong customer relationships to support continued growth in the region.

POSITION REQUIREMENTS/QUALIFICATIONS:

- Foreman/Service Manager experience in Heavy Equipment, Truck and Transport or Agricultural
- Strategic thinker with demonstrated ability to develop and implement sound business plans and effectively manage resources
- Excellent Bilingual communication skills both verbal and written
- Licensed Technician considered an asset
- Strong mechanical knowledge of equipment repair processes
- Customer centric with superior customer service and communication skills
- Strong computer skills including Outlook



705.733.7700



jjei.com



705.733.8800



info@jjei.com



2521 Bowman St. Innisfil, ON L9S 3V6

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SPECIFIC ACCOUNTABILITIES/DUTIES:

- Manage and direct Service Technicians and support team by providing coaching and mentoring
- Communicate consistently with customers to provide accurate estimates of costs, updates on deliverables and effectively manage and escalate customer complaints to ensure optimal customer experience
- Oversee the operations of the Service department by monitoring quality, safety and productivity of each team member
- Ensure Service team works in a safe manner at all times, and that the Shop environment is kept in compliance with all Health and Safety legislation and internal requirements
- Monitor established KPIs and fiscal activity and implement processes, training and other measures as required to improve overall team performance and provide reports and updates as required
- Collaborate with the sales team to ensure prompt and complete delivery of new units
- Conduct regular Service department team meetings to review successes, opportunities for improvement, health & safety and process updates/changes
- Participate in new hire processes including interviews and onboarding
- Assist with technical work in the Shop or Field as required
- Stay up to date with industry changes that impact Service team and/or customers, and communicate applicable information effectively
- Communicate effectively with the Sales and Parts departments to ensure optimal customer experience
- Participate in training and/or industry events as required

WHY WORK AT JJE?

- Competitive compensation package with annual increase opportunities
- Robust Group Benefits Fully Paid by Company including Employee Assistance Program
- Deferred Profit Sharing Program
- Opportunity to grow professionally
- Best-In-Industry product lines
- Safety Focused
- Exceptional Team Culture



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If you are looking for a new and exciting career opportunity, then we welcome your application. JJE provides a dynamic work environment and an opportunity to grow with us. We are an Equal Opportunity Employer and we encourage applications from all qualified persons, however only those who are being considered for the position will be contacted.

If you are contacted for an interview and require any accommodation, please notify HR and we will strive to provide applicable accommodation.

HOW TO APPLY:

**Please email a cover letter and resume to Human Resources
Please use "Service Manager" as subject line**

Email: careers@jjei.com



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