



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. We have a stable, team-based and collaborative work environment that drives our organization to be best-in-class within our industry.

We offer opportunities across Canada and the US, and are committed to providing challenging and rewarding career paths for our employees. JJE provides very competitive compensation packages, robust group benefits and an opportunity to grow professionally.

**JJE is a proud subsidiary of Federal Signal Corporation.**

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# **CUSTOMER SERVICE MANAGER**

**LOCATION:** Innisfil, Ontario  
**POSITION TYPE:** Full Time

## **POSITION SUMMARY:**

The Customer Service Manager is responsible for delivering a high-quality customer service experience to both internal and external customers. This position will focus on all aspects of customer satisfaction and customer loyalty, as well as lead and build our Service Writer team. Through strong communication and active listening, you will effectively represent the customer, develop and foster lasting customer relationships and manage the Service Writer team. This position will develop efficient and effective workflow processes, ensure compliance of the process and facilitate changes. This position reports directly to the Regional Director – JJE East.

## **REQUIRED QUALIFICATIONS:**

- Post-Secondary Degree in Business Administration or a related program OR equivalent experience
- 5+ years' experience in a service advisor/customer service position
- 1+ year previous Supervisory experience
- Mechanically inclined or exposure to a dealership environment
- Experience implementing and managing processes and work flows
- Strong conflict resolution and problem solving skills
- Ability to work within a fast-paced environment
- Ability to organize, multitask and plan work efficiently
- Proficient with computers including MS Office and ERP
- Demonstrated leadership skills and ability to coach and motivate teams
- Experience preparing quotes and opening/closing work orders
- Demonstrated team player and willing to assist others when required
- Attention to detail and commitment to customer satisfaction
- Independent problem solver and decision maker



705.733.7700



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- Active listening skills
- Advanced verbal and written communication skills
- Ability to plan and execute aspects of work independently
- Valid driver's license with a clean driver's abstract

#### **RESPONSIBILITIES:**

- Manage the day-to-day functions of the Service Writer team while ensuring delivery of superior customer experience
- Demonstrate clear and effective leadership to the team through role and responsibility guidance, performance management, coaching, mentoring and supporting growth, development and training opportunities
- Manage time and attendance for the Service Writer team
- Develop, implement and revise effective customer service excellence policies, metrics and standards
- Ensure payroll is compliant with PFW billings. Resolve discrepancies.
- Ensure the service billing cycle (from estimate to invoice) is on time-live billing
- Work with the Service Team to edit and update all work orders to ensure 100% capture of all billable items
- Manage team to ensure timely, effective communication of quotes/estimates to customers and ensure proper signoffs and all payment terms are completed.
- Direct timely resolutions to customer issues
- Ensure team documents through the entire process, all customer communications and authorizations of work on a daily basis
- Oversee the schedule and work flow between the Service Writer and Shop teams
- Ensure all jobs assigned to technicians have estimated completion times as set out by the Service Manager/Team Lead or as set out in the job codes listed in PFW.
- Ensure efficiency tracking is 100% up to date and accurate
- Conduct reviews for workflow with Lead Hands and Service Writers to ensure on-time, on-budget completion of work
- Assist Service Writers to resolve difficult repair problems and customer concerns
- Liaise with factory representatives, ensure customer downtimes are minimized
- Along with Service Manager, conduct production and departmental staff meetings and provide updates to internal accounts, review activities and/or concerns.
- Work with the accounting department to ensure customer accounts are in good standing
- Ensure service operations are current and compliant with Federal, Provincial and Local laws. Maintain MTO files and ensure all documentation is in compliance
- Provide Service Communication packages
- Edit and finalize work orders as required. Provide monthly WIP reports
- Collaborate with parts department to ensure effective flow and availability of parts required for work orders. Ensure pre-arranged parts are tracked in the schedule and available on demand
- Ensure a safe and organized work environment
- Perform any other duties as required

#### **WHY WORK AT JJE?**

- Competitive compensation package with annual increase opportunities
- Robust Group Benefits 100% paid for by the Company – inclusive of Health, Dental, Life, Disability and Travel coverage
- Employee Assistance Program (EAP)



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- Employer Matching Retirement Savings Plan
- Opportunity to grow professionally
- Tuition & Professional Development paid
- Federally recognized as certified Employment Equity organization

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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 in advance and we will provide suitable accommodation.

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**HOW TO APPLY:**

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

**Email: [careers@jjei.com](mailto:careers@jjei.com)**



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