



## CAREER OPPORTUNITY

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| Location     | Neepawa Branch             | City    | Neepawa, MB |
| Position     | Service Supervisor         | Job ID# | 5206        |
| Reporting To | Service Operations Manager | Grade   | 9           |

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| <b>To Apply to this Position:</b> | <ul style="list-style-type: none"> <li>➤ <b>Please go to: <a href="http://www.Agwest.com">www.Agwest.com</a></b></li> <li>➤ <b>Click “Careers”</b></li> <li>➤ <b>Select a job and then hit “Apply Now”</b></li> </ul> <p style="text-align: center;"><b>**Resumes are Required**</b></p> |
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| Position Overview | <p>The <b>Service Supervisor</b> is a key leadership role providing efficient, knowledgeable and professional product support expertise. The Service Supervisor will also ensure strong partnerships with the broader AgWest Parts and Service operation to achieve product support metrics.</p> |
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| Key Accountabilities | <ul style="list-style-type: none"> <li>• Model the way for safe, environmentally sound and healthy work behaviors in support of AgWest’s Health and Safety Policies, Programs and initiatives</li> <li>• Schedule service work load to maximize productivity of shop</li> <li>• Coach and motivate technicians in the flow processes to meet customer expectations targets</li> <li>• Provide guidance on work orders including customer pay, warranties and policies</li> <li>• Maintain high customer relations and regular communication during the repair and as follow up</li> <li>• Drive continuous improvement by identifying and resolving issues through corrective procedures</li> <li>• Manage fixed assets in the shop and provide input to plans for capital expenditures</li> <li>• Collaborate and work closely with sales teams to support increased customer loyalty</li> <li>• Prepare quotes and review invoices for customers</li> <li>• Foster a team environment that encourages professional development</li> </ul> |
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| Key Qualifications | <ul style="list-style-type: none"> <li>• Post-secondary Education with a technical focus and minimum of 5 years’ experience in a leadership position</li> <li>• Proven knowledge of Ag heavy equipment and current marketplace industry knowledge</li> <li>• Highly safety conscious, effective communication, relationship development and interpersonal skills</li> <li>• Customer focused with the ability to effectively coach and lead</li> <li>• Strong business and financial acumen with the ability to make decisions</li> <li>• Ability to effectively prioritize and manage the requirements of a fast-paced environment</li> <li>• Computer and systems literate</li> </ul> <p style="text-align: center;"><i>Ag West is an equal opportunity employer who recognizes and values diversity.</i></p> |
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