



genAG Inc.

2610 Saskatchewan Ave W  
Portage La Prairie, MB, R1N 4A7  
Phone: (204) 239-5044 Fax: (204) 857-8330

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## Service Manager – Portage Location

genAG Inc. is looking for a full time, Service Manger for our Portage la Prairie location, reporting to the Store Manager. As the Service Manager, you will manage and direct the Service Department operations in a way that ensures efficiency, quality workmanship, and complete Customer satisfaction, while having a strong desire to work together as part of the genAG family, in order to provide the best possible experience for all stakeholders.

### WHAT YOU WILL DO:

- Prioritize Safety and Health in all work activity, following all Provincial and Federal Occupational Health and Safety Laws, Employment Standards, and WHMIS
- Conduct daily stand-up meetings with Service Department, includes Safety Talk
- Schedule and assign all service work to technicians (in-house and field calls)
- Develop and maintain quality controls in the Service Dept to customer satisfaction
- Advise Customers of repairs and the estimated cost of repairs
- Resolve Service Customer concerns
- Be the First point of Customer contact for the Service department
- Promote and sell equipment inspections
- Schedule training and development for the technicians
- Assist technicians in identifying / ordering parts
- Assist in hiring technicians when needed
- Keep a friendly and positive attitude
- Perform employee reviews
- Review warranty claims for submission
- Oversee the care and maintenance of fleet, tools, and shop
- Be available as 'on-call' support, to dispatch and assist field Technicians

### WHAT YOU WILL EXPERIENCE:

- Competitive wages
- Personal training and development
- A great 'Family' work environment
- Profit Sharing Program
- Group benefits:
  - Life Insurance
  - Short term and long-term disability
  - Extended Health Care





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- Vision
- Dental
- Employee Assistance Program

Interested candidates may submit their resume by email to [HR@genag.com](mailto:HR@genag.com).

genAG Inc. is a privately owned 'family' based company that believes every person should have the opportunity to use their skills and passion in ways that are fulfilling, productive, and which build a sustainable future for all stakeholders. We also believe every person deserves a high standard of respect and support from their employer, as well as from their 'workplace family'. 'Success' comes through our working and growing together and through our service to others. 'Service' is a pillar upon which we've chosen to build our business, and which leads us to find purpose, fulfilment, and endless opportunity.

