



June 8, 2017

Position: Industrial Service Supervisor – CC02/P06

Location: Mississauga, Ontario

Reporting To: Mohammad Al Ramahi, Service Manager PG & Engine business

Job Summary: Supervises employees who install, service, and repair equipment and machinery.

Key Responsibilities

- ❑ Supervises Service Technicians and/or Service Team Leaders; coordinates and schedules Technician work schedules; communicates repair plans to Technicians aligned with customer quotes; monitors technician productivity and repair quality.
- ❑ Provides coaching and feedback to individual Service Technicians and/or Service Team Leaders; provides performance reviews and opportunities for professional growth.
- ❑ Provides first level of support to Service Technicians requiring assistance; escalates technical support needs for resolution when needed.
- ❑ Manages service logistics including use of materials, equipment, and employees ensuring safety, quality, and efficient operations
- ❑ Develop and/or reviews quotes for accuracy prior to communication to customers; provides updates on repair status and any plan or schedule changes.
- ❑ Participates in continuous improvement activities by reviewing, changing, and improving processes in line with changing customer expectations/organizational goals.
- ❑ Monitors the status of open repairs with technicians; addresses issues that impact completion of the repair plan in the time quoted to customers.
- ❑ Monitors goals and targets for the branch; measures, reviews, and maintains superior customer satisfaction levels.
- ❑ Resolves customer concerns related to Cummins or distributor warranties; develops strong relationships with key customers through frequent and professional communication.

Skills/Competencies

- ❑ Channel Repair Process - QuickServe - Able to lead others in executing the QuickServe process.
- ❑ Demonstrate improvements using the QuickServe Customer Meter/Net Promoter Score data.
- ❑ Able to identify correlation between key service performance indicators and QuickServe Customer Meter to determine how well the process is being executed.
- ❑ Service Cross Functional Knowledge - Basic understanding of the service processes, both retail and service support. Experience with the tools of service such as diagnostic procedures, technical support, and reliability improvement. User should have experience in field investigation of product failure. User should understand diagnostic procedures and how our product is serviced in the field.



- ❑ Communication - Written and Verbal - Is able to effectively and clearly communicate in both written and verbal means.
- ❑ Analyze Issues - Understanding of how to analyze issues. Demonstrates use of analysis skills to learn and analyze information in a timely way. Applies accurate logic in solving problems.
- ❑ Manage Execution - Solid understanding of how to manage execution. Manages the performance of self and others through the use of structured tools. Delegates effectively and regularly with solid support and follow through. Uses defined processes to manage execution.
- ❑ Claims Management System - Awareness of the Claims Management Systems. Also has some knowledge of Cummins products and their respective warranty coverage's. Familiarization with the
- ❑ Warranty Administration Manual, campaigns, Temporary Repair Practices, and warranty alerts.
- ❑ Focus on Customer Needs - Familiar with key Cummins customers. Knowledge would include business strategies, organizational structures, geographic footprints, financial results, internal processes, and primary needs for effective segmentation.
- ❑ Strong computer aptitude; experience with Microsoft Office
- ❑ Strong presentation skills
- ❑ Ability to multi-task, work under pressure
- ❑ Self-starter, organized, demonstrated energy and enthusiasm

Education, Licenses, Certifications:

Technical trade school degree or equivalent education, or equivalent experience required. Intermediate level of relevant work experience, including team leadership experience, required.

If you have any questions or are interested in the above position please contact Laurie Roy laurie.roy@cummins.com by June 15, 2017

If you require accommodation at during the recruitment/hiring process please let us know in your cover letter.