



DATE: June 8, 2017

POSITION: **Parts Supervisor CC02-SG06**

REPORTING TO: Marc-Andre Caza, Operations Manager

LOCATION: Pointe-Claire

SHIFT: Day shift

FUNCTION: Supervises a team of Service Parts Specialists.

KEY RESPONSIBILITIES:

- Leads a team of Service Parts Specialists, provides employee performance feedback, with manager, provides opportunities for employee development and enhance employee career growth.
- Works with Service Parts Manager to consider improvements and organizational development.
- Provide leadership, direction, and support to each Service Parts Specialist on launches to ensure that worldwide Customer Support for customers, Original Equipment Manufacturers, and the Distribution Channel is available at first shipment for new product launches.
- Ensures that policies and procedures are followed, appropriate productivity and efficiency is achieved, and that employee questions are answered.
- Resolves complex service part issues for the team.
- Demonstrate leadership for Service Parts Capability processes and business results.
- Participates proactively during reviews to ensure availability of new service level components including the monitoring of parts readiness.
- Ensures that new information regarding service parts and procedures is communicated to the Service Parts Capability and Quality Processes organizations.
- Demonstrate leadership of Six Sigma for Service Quality Processes and Service Parts Capability organizations.
- Help develop and lead Customer Support Excellence initiatives.
- Coordinate and facilitate regular cross-functional improvement workshops with interfaces at the master Part Distribution Centers.
- Coaches and mentors Service Parts Specialists.

SKILLS/COMPETENCIES:

- Motivate Others - Some knowledge or awareness about how to motivate others. Pushes others when necessary to get things accomplished. Supports others in doing their best. Focuses on bottom-line results.
- Establishes Plans - Solid understanding of how to establish plans. Develops short- and long-range plans that are thorough, realistic, and effective in meeting goals.
- 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.
- Aftermarket Parts - Engine Business Unit (EBU) - Demonstrated results indicating understanding of the aftermarket parts system for current product and VPI launch supports. Trains and/or mentors this skill.
- Performance Management - Has a good understanding of organizational values and goals, translates them into performance standards and applies and leads others through this process.
- Product Structure - Can apply the rationale around the identification of product items and the methodology for structuring this information into saleable, manufacturable and serviceable product to a wide range of work situations. No guidance is needed and the skill can be applied at an advanced level. A person is able to train and coach others in developing and applying this skill on a limited basis.
- Staffing - Has a solid understanding of existing selection tools and effectively demonstrates the use of these tools in the staffing process.
- Global Perspective - Consistently demonstrates understanding of the company's role in global markets. Understand issues, trends and perspectives of various cultures and countries that are relevant to the company.

Anticipates and actively engages with global, cross-functional, cross business unit stakeholders during the design and implementation of business decisions and initiatives with a global scope or impact.

EDUCATION, LICENSES, CERTIFICATIONS:

College, university or equivalent degree in Business, Engineering or related field required.

EXPERIENCE:

Distribution Channel or Material Management experience required.

ADDITIONAL RESPONSIBILITIES:

- Supervise employees: Plan work schedules, ensure that performance review sessions are conducted with each employee, and that required training is provided to employees
- Ensure that all activities are conducted in accordance with Health & Safety procedures
- Ensure that all activities are carried out in accordance with the procedures of the quality system in place.
- Support of the Operations Manager (Parts and Service)

If you have any questions or are interested in the above position please contact Françoise Kifumbi at francoise.kifumbi@cummins.com before June 15, 2017.

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