

Field Service Supervisor

Collicutt Energy Services Corp. is seeking a full-time Field Service Supervisor for our Red Deer facility. The ideal candidate will have a strong field service background geared towards excellence in customer service. Proven leadership ability, clear communication skills and willingness to work as part of a team is essential.

Essential Duties & Responsibilities

- Manage all aspects of field service jobs
- Co-ordinate processes, people, and activities to ensure efficiency
- Create and maintain work orders and job files
- Quote jobs as needed, assist sales personnel with contract costs and RFP's
- Instruct technicians to take responsibility for completing paperwork
- Review and approve field job documentation; field and shop time tickets, job reports, etc.
- Schedule field jobs and establish timelines to accommodate the customer's needs and align with technician and parts availability
- Assist with field job invoices
- Manage reoccurring work schedules and reminding customer when service items are due
- Monitor field technician's after hour work activity and safe travel monitoring
- Communicate with customers via phone, email, and face to face meetings
- Plan and maintain on call schedule
- Ensure that all service programs, policies and processes are carried out by all field service personnel
- Actively participate as an encouraging role model towards always improving professionalism and a pride in workmanship
- Delegate authority to competent service personnel to carry on the service departments work in an efficient and productive manner
- Plan workload in cooperation with other departments affected to ensure prompt completion of service work
- Ensure that service trucks are properly maintained and in good working order
- Ensure that all shop tools and equipment are properly maintained and accounted for
- Assist with development of annual plans for the service department and measure performance against plans on a monthly basis
- Create and implement service processes to provide fast and accurate service while minimizing cost
- Maintain relationships with both internal and external customers
- Provide recommendations and assistance to Operations Manager and operations team in the planning, implementation, and evaluation of modifications to existing operations, systems and procedures
- Available to support customers and staff during off hours
- All other duties as required

Leadership

- Mentor, develop and support staff for future growth and development; work with Operations Manager to develop a succession plan by forecasting future company requirements for personnel
- Conduct meetings with Service Department team members to discuss activities and problems of mutual interest, and to develop strategies for a more efficient operation

Health & Safety

- Maintain a safety-oriented disposition at all times
- Responsible for complying with all safety/cleanliness rules & practices in the company, as well as taking an active part in ensuring own & others' compliance to all safety rules
- Enforce Health and Safety policies and procedures

The position requires:

- Field Service/Dispatching of technical Field Service technicians
- Power generation and/or engine repair experience an asset
- Bachelor's degree or journeyman trade certification an asset (Millwright, HET, Natural Gas Compression, etc.)
- Project management experience would be an asset
- Experience with driving logs and hours of service would be an asset
- Experience with computer software program SAP considered an asset
- Must possess superior interpersonal and client relation skills
- An extremely high level of initiative
- Attention to detail
- Strong ability to learn and adapt to always changing situations
- Ability to produce quotes and rectify project costs
- Strong analytical and decision-making skills
- Exceptional communication skills
- Exceptional organization skills
- Excellent computer and supervisory skills
- Excellent troubleshooting skills
- Available for, and legally able to, travel internationally
- Commitment to Collicutt Core Values and Core Purpose

The potential for success with our expanding, progressive, privately owned business is unlimited. We recognize our team members as individuals, and consider mutual RESPECT to be the key to building a cohesive, productive Team.

We offer a comprehensive compensation package including: solid group benefits, RRSP matching, PPE allotment, referral bonus, apprenticeship and course reimbursements, bereavement benefits, and access to world class medical specialists through our unique Best Doctor's program.

If you are interested in this exciting opportunity that offers endless learning opportunities, a safety first philosophy, mutual commitment, fun, and community involvement, then don't wait any longer! Come be part of our FAMILY.

Please submit your resume in confidence, along with your salary expectation, and availability by responding to this ad.

*No One Gets Hurt ~ We Are Like a Family ~ Do What's Right ~ Do What You Say ~
~ It's Fun to Win ~ Finding a Better Way*

