

Team Leader Field Services (1 Permanent Position)

The incumbent is responsible for supporting all of the technicians within the region. Ensuring all services requests, installations and preventative maintenance requests are completed within the appropriate timeframes. Recognize areas of opportunity based on trends and recommend solutions to streamline the processes or enhance the quality of the service. To provide guidance, coach and motivate staff to be productive and deliver a high quality of service.

Responsibilities:

- Ensure all enquiries and requests are responded to in a timely manner
- Manage the inventory in their branch or depot, return of defective devices, identify and investigate shortages of inventory to avoid any lack of spares
- Ensure technicians are assigning the parts appropriately and following the inventory management processes
- Ensure the Field Services achieves the established service level objectives
- Manage the daily maintenance of the technician and service partner schedules
- Support various shifts including evenings and weekends
- Monitor that all time sheets and expense sheets have been sent on time to regional manager for approval
- Develop and maintain strong industry knowledge of the POS environment
- Responsible for assisting with the movement of calls and prioritize the work load in order to achieve the service level objectives
- Responsible for completing service requests, installations and preventative maintenance requests during peak periods throughout the day
- Responsible for compliance with corporate policies including but not limited to the code of conduct
- Maintain company vehicle and operating it in a safe manner
- Maintaining tools, cell phone and any other equipment provided by the organization
- Communicate verbally and in writing to internal and external customers in a clear and professional manner
- Make sure that all technicians have the necessary tools and equipment

Qualifications:

- A minimum of five years of experience in employee supervision and in a customer service environment;
- Ability for work planning and organization;
- Strong communication skills, written and verbal;
- Flexibility and adaptability;
- Fluent in both French and English, spoken and written.