



29 Hawkins Road
Centreville, NB
E7K 1A4
Canada

Phone 506.276.4567
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Toll Free 888.896.5777

Service and Warranty Manager

SUMMARY

We are seeking an experienced, detail-oriented service and warranty manager to join our team. In this role, you will be responsible to provide management, planning and tactical execution of all aspects of service and warranty across all divisions.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Promote and comply with all company safety policies and procedures.
- Maintain, develop and implement policies and procedures necessary to facilitate service and warranty.
- Manage daily operations of service and warranty to ensure the highest level of customer service, while addressing issues quickly and professionally.
- Must be able to troubleshoot issues for customers' products
- Manage internal process for each claim from set-up to completion.
- Understand the requirements of the customer (internal/external) and quality work scope.
- Track changes to work scope.
- Recommend best practices, improvements for production, performance, quality and safety.
- Provide reporting as deemed needed.
- Actively communicate with dealers, resolve disputes, and document change orders.
- Monitor workflow to ensure all requirements are met (documents completed accurately/completely) and documents are distributed to appropriate parties.
- Ability to travel as required.
- Other duties as assigned.

QUALIFICATIONS:

- 5 years experience in a Service/Warranty Role. (Experience with truck body and trailers would be an asset).
- Excellent computer skills, including MS office.
- Strong communication skills, including the ability to explain and teach methodologies.
- Understanding of manufacturing methods and procedures.
- Demonstrated ability to problem solve, multi-task, work independently and make informed/correct decisions using best quality practices.





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- Have solid time management, organizational and planning skills in order to maintain schedules, budgets and track progress of multiple projects.
- Broad knowledge of service and warranty principles, practices and procedures.
- Ability to perform in a team environment.
- Willing to learn and accept challenges.

EDUCATION AND EXPERIENCE:

- Post Secondary Degree or equivalent work experience.
- Must possess and maintain a current Truck and Trailer Mechanic License: Preferred.
- Minimum of 5 years experience in Truck and Trailer service or warranty
- Aluminum welding and heavy equipment manufacturing experience an asset.
- Self-motivated and dynamic individual

PHYSICAL

Perform work sitting, standing, walking for 8-10 hours per day, 5 days a week. While performing the duties of this job, the employee is regularly required to talk or hear and go between the plant and office setting. The employee frequently is required to stand; walk; sit; computer use.

Our group is committed to creating an inclusive environment that accommodates all individuals, including those who live with disabilities. Should you require any accommodation throughout the recruitment process, please do not hesitate contacting our Human Resources Department.

We thank those who apply, however, only those selected for an interview will be contacted.

“Build a trailer you can be proud to put your name on, a trailer the customer can be proud to put their name on!”

