

Product Support Manager – Iqaluit Branch

The Product Support Manager is responsible for the integrity, growth and profitability of the Branch by maintaining and supporting company objectives through the effective management and growth of the parts and service operations.

As a Product Support Manager, YOU will experience:

- Working within one of the safest organizations in the industry where your safety and well-being are our most important priority
- Working for the best in class equipment dealer and with the premium Caterpillar brand
- Opportunities to continuously Learn, Grow and Develop with our Toromont team through our internal Training teams that are geared for your success
- Competitive total rewards including: wages, benefits, and premiums (as eligible)
- An opportunity for flexible work schedules and opportunities across multiple locations across Eastern Canada

In a typical day, YOU will:

- Model the way for safe, environmentally sound and healthy work behaviours in support of Toromont's Health and Safety Policies, Programs and initiatives
- Manage all branch parts and service objectives and ensure they are met
- Provide administrative and policy guidance to direct reports on Toromont and Caterpillar policies
- Lead a high level of customer focus and maintain trusted relationships
- Review and monitor operational expenses and financial reports
- Develop and define P&S budgets and reforecasts, manage departmental performance to meet objectives/commitments
- Develop, implement and manage improvements in all aspects of product support
- Lead, inspire and coach employees to achieve personal and corporate objectives
- Actively pursue business in the territory to support equipment, parts and service
- Collaborate and work closely with Sales Teams
- Collaborate with, develop and coach Planning Team
- Work with a sense of urgency and foster a team environment to encourage growth
- Liaise with the Heavy Equipment group on both sales and service issues

Must-haves for this role:

- Minimum post-secondary education
- 5 years experience in a managerial position
- Strong technical aptitude, and knowledge of the industry

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