



Customer and Field Service Manager, Calgary

Our Company

Gentherm Global Power Technologies (GPT) is the world's leading manufacturer and distributor of Thermoelectric Generators (TEG's) and a leading supplier of Remote Power Systems. The Company's products are used extensively in the oil and gas industry as well as for telecommunications, security and surveillance and military applications. With sales into 55 countries, GPT has been providing reliable solutions for critical remote power applications around the world since 1975.

Job Purpose

Reporting to the VP Sales, the Field Service Manager manages the day-to-day operations of a field service team responsible for commissioning, repairing and troubleshooting mechanical / electrical systems for remote power applications in the oil and gas industry. The incumbent will manage all department functions including the development and implementation of a global service strategy that supports the growth of the business across all geographic regions. Currently managed centers are in Calgary and Houston and this needs to be expanded for additional coverage within and outside North America.

Duties

- Manage a team of 4+ full-time Field Technicians including scheduling, mentoring, training and performance management duties.
- Provide technical support including: field support, repair services, factory acceptance support, site acceptance support, and installation supervision for onshore and offshore applications.
- Ensure that procedures and work instructions are available, understood, and regularly updated.
- Establish and maintain quality evaluations and standard operating procedures.
- Coordinate external training to ensure the service team is certified to acceptable standards within each operating region.
- Interact with customers to review technicians' professionalism and effectiveness.
- Recruit qualified candidates to meet staffing requirements.
- Maximize technician revenues through efficient routing and scheduling.
- Monitor flow via audits and regular communication throughout the day.
- Liaise on support and disaster issues, particularly around logistics and customer service.
- Manage communication between home and field office staff.



- Develop, implement, monitor and encourage adherence to organizational goals and policies.
- Notify manufacturers of any problems or anomalies with service procedures or requirements.
- Document and action solutions for customer complaints or quality issues.
- Implement corrections to any identified deficiency and verify corrections are effective.
- Continually promote health and safety awareness with instruction, information, training and supervision.
- Manage capital expenditures and budgets.
- Maintain effective cost control within the service department operations as per budget.
- Provide on-call emergency service as required.
- Provide training to internal and external customers. Consult on new product development.

Qualifications

- Related Trades Credential (Journeyman Electrician, Instrumentation or Millwright)
- Must have 7+ Years of providing hands on tools technical field support to electrical / mechanical equipment in the Oil and Gas Fields
- **Must have 5+ Years of proven effective management experience**
- Excellent English Communication Skills, both written and verbal
- Strong customer service focus
- Superior organizational and scheduling abilities
- Strong leadership and training skills
- Extremely high level of mechanical technical problem-solving skills
- Public Speaking and training experience
- Able to travel domestically and overseas up to 20% of the time
- Valid Canadian Passport

What We Offer

At Gentherm Global Power Technologies we care about the personal job satisfaction of our employees. We recognize the wide variety of factors that contribute to this satisfaction and encourage work life balance. Along with competitive compensation and benefits packages, we offer a respectful work environment, one which provides our employees with valuable learning experiences and career growth opportunities.