



## **BATTLESIELD INDUSTRIES LIMITED**

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[www.battleshield.ca](http://www.battleshield.ca)

# **FIRE APPARATUS SERVICE MANAGER**

## **WHO WE ARE:**

Battleshield Industries Limited is a proud Canadian designer and manufacturer of specialized vehicles (fire trucks and public safety/utility vehicles) – we provide solutions for those who serve and protect. We are on the lookout for a **FIRE APPARATUS SERVICE MANAGER** to oversee and manage our reputable service division by providing an exceptional service to our customers. We are committed to keeping fire apparatus in top-notch condition and ready to tackle any emergency with efficiency and precision. We are committed to finding the right candidate to join our family that has the right skills and personality to grow with our business.

## **WHAT YOUR DAY WILL LOOK LIKE:**

- Lead and manage a team of service technicians
- Communicate with clients to identify and define needs and requirements
- Schedule appointment with clients
- Schedule service technicians' daily itinerary (mobile and in-shop)
- Provide technical support to service technicians
- Work with parts department to ensure quick turnaround of part supply for the service department
- Enter new orders in the system, release work orders, prepare invoices
- Ensure technicians certifications are updated as required
- Promote health and safety procedures and training

## **YOUR QUALIFICATIONS/EXPERIENCE SHOULD INCLUDE:**

- Minimum of two (2) years of service management experience
- Experience with project management tools (e.g. ERP system)
- Experience with Microsoft Office and Google applications
- Bilingual, great written and oral communication in both official languages
- Emergency vehicle technical and/or mechanical knowledge

## **YOU ARE THE ONE BECAUSE YOU ARE/HAVE:**

- Strong initiative and ability to handle a high volume of work in a fast-paced environment
- Customer service-oriented
- Detail-oriented
- Able to work collaboratively, as well as independently, with minimal supervision
- Able to have solid organizational skills, including multitasking and time-management
- Able to prepare and interpret schedules
- Able to travel in Canada and United States (Valid passport)

## **BONUS POINTS IF YOU HAVE ANY OF THESE:**

- Volunteer firefighter
- Valid DZ driver's licence
- Experience in the fire and/or automotive industry

## **WHY JOIN OUR BATTLESIELD FAMILY:**

- Salary based on qualifications and experience – in line with current market conditions
- Comprehensive employee benefit program (health, dental, vision, EAP, life insurance)
- Flexible working hours and a great work-life balance
- Vacation, statutory holidays and Battleshield personal leave days
- Company clothing allowance and safety footwear allowance
- Company social events such as quarterly team lunches
- Peer recognition awards
- Referral bonus program
- Free on-site parking
- Safe work environment
- Continuous learning and development
- Positive and respectful work culture

## **WANT TO APPLY? GET IN TOUCH WITH US TODAY!**

If you think you've got what it takes to join our dynamic and fun-loving team, drop us an email at [admin@battleshield.ca](mailto:admin@battleshield.ca) and attach your resume OR in person at 347 Corduroy Road in Vars, ON.