



CAREER OPPORTUNITY

Service Manager

TITLE	DEPARTMENT	REPORTS TO
Service Manager	Operations	Operations Manager
THE ROLE		
<p>As the Service Manager, you will be acting in both a hands on and supervisory manner to ensure the service needs of our customers are met. Additionally, you will be responsible for ensuring the efficient manufacturing of one of our product lines.</p> <p>You will help develop a customer service department focused on satisfying the needs of our clients through a combination of work at their mine sites, and remotely through use of video and remote diagnostics tools. The customer service team will be responsible to provide installation, commissioning, training and service and maintenance to our customers for all product lines.</p>		
SKILLS		
<ul style="list-style-type: none"> • Ability to handle all customer service requirements in a customer focused manner • Capable of developing team members • Capable of developing a customer service department • Development of a call in system to meet customer needs 24 hours a day, 7 days a week for a global customer base • Capable of scheduling for the efficient manufacture of one of our product lines • Capable of scheduling a team of technicians in-house and third party technicians to meet the needs of the customers • Competent use of Microsoft software programs, scheduling programs and ERP software • Find viable solutions for technical problems • Ability to manage complete projects from concept through completion • Experience in the mining industry an asset • Excellent written and spoken communication skills in English • Equipment manufacturing experience is an asset 		
QAULIFICATIONS		
<ul style="list-style-type: none"> • Minimum 4 years in a related capacity • Graduate of a mechanical, electrical or hydraulic technical field of study • Hands on experience with mechanical, electrical or hydraulic systems • Ability to work with multiple standards required • Excellent customer service skills 		
JOB TYPE	SALARY	LOCATION
Full-time, permanent	<ul style="list-style-type: none"> • Salary commensurate with experience • Comprehensive benefit plan. • Group RSP program. 	373 Main Street West, Unit 1 North Bay, Ontario
EDUCATION	LANGUAGE	EMAIL RESUMES TO:
Post-secondary degree or diploma in related field preferred.	Bilingual is considered an asset.	rauthier@nordicminesteel.com

Please send your resume with a cover letter emphasizing why you want to work for NMT and what attributes you can bring to the company. We thank all applicants, however only those being considered will be contacted.