

SERVICE MANAGER

Come Work with Us!

For more than 70 years, Cadman Power Equipment has been offering irrigation systems solutions globally. An international leader in exporting agricultural & industrial machinery, we manufacture/offer more than 130 products from our primary facility located in Courtland, Ontario; in the heart of Norfolk County!

Central to many cities, including Aylmer, Delhi, Ingersoll, London, Simcoe, Tillsonburg and Woodstock; the Cadman name and reputation across our industry is well-known and respected, built on trust and reliability for more than 7 decades. We proudly showcase the great work our amazing employees manufacture in 21 countries worldwide.

Cadman Power Equipment - STRENGTH. SIMPLICITY. DEPENDABILITY.

Are you looking to work for a reliable and reputable company with an ability to grow in your role, learn new things, offers competitive wages & benefits, and work with colleagues and leadership that you can trust? Do you want a job that you can feel proud of and accomplished at the end of the day? *You will find that here at Cadman Power Equipment!*

Join our dynamic team as a **Service Manager** and lead our service department with enthusiasm and expertise!

In this pivotal role, you will oversee daily operations, ensure exceptional customer experiences, and drive service excellence. Your mechanical background and agriculture equipment experience will empower you to manage a core team of technicians, coordinate repairs, and promote a positive environment that fosters growth and customer satisfaction.

This is an exciting opportunity for a motivated professional eager to make a tangible impact in the agricultural industry.

Responsibilities:

- Supervise and coordinate the activities of service technicians to ensure timely and quality repairs
- Build strong relationships with customers by providing outstanding service, addressing concerns, and offering solutions
- Oversee the repair process from start to finish, ensuring mechanical work meets dealership standards and customer expectations
- Manage daily shop operations, including scheduling, workflow management, and inventory control
- Drive sales through upselling additional services and maintenance packages while maintaining integrity and transparency
- Lead training initiatives to enhance team skills in automotive repair techniques, customer service, and sales strategies

Skills:

- Proven experience with a solid understanding of machine repair processes
- Extensive mechanic experience coupled with strong mechanical knowledge of various mechanical systems
- Exceptional customer service skills with the ability to communicate effectively and build trust with customers
- Demonstrated ability to upsell services while maintaining honesty and professionalism
- Experience in sales techniques specific to services and parts
- Strong leadership qualities with the ability to motivate a team, manage conflicts, and foster a collaborative atmosphere

This role offers an engaging environment where your technical expertise meets leadership. If you're passionate about delivering top-tier service while driving business growth, we want to hear from you!

Benefits:

- Casual dress
- Company events
- Dental care
- Extended health care
- Life insurance
- On-site parking
- Paid time off
- RRSP match
- Vision care

Ability to commute/relocate:

- Courtland, ON: reliably commute or plan to relocate before starting work (required)

Work Location: In person

Email your cv to: hr@cadmanpower.com to apply