

Regional Service Manager-MB/SK

## About DSL

At DSL, our purpose is creating moments of joy, one serving at a time. Representing world-class brand partners Taylor, Henny Penny & Franke Coffee Systems, DSL is the largest Canadian supplier of premium food service equipment, and the exclusive factory-authorized service provider for the equipment we sell.

At our core, we believe in doing right by our customers, finding the best solutions to fit their needs, being creative and innovative, working hard, and having fun along the way.

Are you looking to grow with a company with over a century of unmatched quality, expertise, and after-sales support? We want to hear from you!

## Why Join Our Team?

- Competitive wage & health benefits
- Health Spending Account (Flex Spending Account or Health Spending Account)\*
- 3 weeks paid vacation
- Strong company culture & core values
- RRSP matching program\*
- Education support
- Opportunity for advancement

\*Applicable once eligibility requirements are met

## Position Summary

Reporting to the VP of Service, This position is responsible for the success of your service division covering the provinces of Manitoba and Saskatchewan. With over 130 employees and 4 offices across 4 provinces, and over 100 years of experience, DSL can offer a career that is stable, challenging, and rewarding.

What you'll do:

- Manage technician performance through system reports and KPI's ensuring profit and efficiency
- Promote a positive work environment by communicating expectations with technicians, ensuring DSL values are upheld
- Utilize Lead Technicians for technical issues ensuring customer satisfaction
- Maintain & organize the shop/warehouse facility
- Daily Parts Receiving, inspecting external packaging of all incoming shipments. Notifying delivery personnel of any apparent shipping damage and proceed accordingly
- Communication with Dispatch on parts received for specific jobs
- Assist with loading unloading and delivery of small equipment as required
- Work with Install coordination team to meet delivery companies so they can have access to office/shop
- Prepare parts returns as required



- Work with customers to ensure concerns are dealt with in a proactive manner; Communicate and address bill disputes with customers
- Frequent customer visits to maintain relationships and ensure customer satisfaction
- Recruitment of technicians in respective areas, including determining start date, rate of pay and other offer letter elements, provide feedback to workforce planning, ensuring headcount and position type forecast is accurate
- Work with Human Resources to maintain technical training schedules with apprentices. Annual technician reviews and communication of progress technicians and HR
- Participate with all departments in projects to ensure customer SLA targets are met
- Maintain DSL, Taylor and Henny Penny specific tool requirements in service vehicles - Ensure technicians are using company tools, vehicles, software in the appropriate way
- Travelling to regions, meeting with Technicians and customers when required.
- Hold Bi-weekly conference calls (SCRUMS) to ensure clear communication to the field technicians
- Attend and participate in strategic discussions with the Leadership team
- Inventory Cycle counts in Vans

What you'll need:

- Proven progressive experience leading a technical team including experience in a management role
- Strong technical/mechanical background, refrigeration, or appliance knowledge is an asset
- Experience in inventory control
- Effective and professional communication skills
- Relationship building skills.
- Customer centric focus,
- Effective team building skills, strong ability to coach and develop employees
- Excellent communication skills, both written and verbal
- Strong organizational and planning skills
- Decisive, ability to multi task in a fast paced environment, adaptability, and the ability to remain calm under pressure.

Learn more about us at [dslinc.com](http://dslinc.com). To apply, submit your resume & cover letter to [hr@dslinc.com](mailto:hr@dslinc.com) with the position title included in the subject line. We thank all applicants for their interest, only those selected for an interview will be contacted.