

AFTERMARKET TEAM MANAGER

Industrial industry

WHAT'S THIS ABOUT?

Our global client, based in the United States, is growing their Montreal team by adding an aftermarket team manager to retain customers and support a sustainable sales funnel. They need a special breed of professional: Someone who can oversee customer service, sales, parts & technical teams, while monitoring KPIs to ensure customer satisfaction and continued sales growth.

You will be in the trenches while also helping management by creating and monitoring annual budgets & forecasts, building KPI's, providing weekly, monthly and quarterly reports and influencing change.

You speak fluent English but can also communicate fluently in Spanish or French. As their customers are world-wide, our client needs a regional expert to deliver the highest quality service in local languages. This is a full-time role that works remotely. They will provide you with a laptop and full training, as long as you supply the internet connection. Quebec and Ontario candidates are invited to apply!

ABOUT YOU

- University degree, preferably from a Business or Technical program with at least 5 years of experience in aftermarket, call center and customer service management
- Proficient in Microsoft Office (PPT) and web tools; dynamic CRM software user
- You are motivated, passionate, creative, and curious; organized and results-driven
- Investigative mind that questions the status quo; excited by new technologies
- Must be an excellent verbal and written communicator in English; bilingual an asset (French or Spanish)
- Must be able to travel (currently limited)

ABOUT US

- Salary: **\$55,000 - \$70,000**
- Full benefits package
- Matches RRSP contributions
- 3 weeks vacation
- Global company based in the USA

IS IT YOU WE'RE LOOKING FOR?

Email Melanie Diotte with the position in the subject line.

Attach your complete resume.