

Job Title: Manager, Technical Service & Training

Position Summary:

As Manager of Technical Services and Training, you are responsible for overseeing the technical support and training functions within our organization. This role involves managing a team of technical support specialists and trainers, ensuring effective customer service, troubleshooting technical issues, QA, developing and delivering training programs, local developments and continuously improving service and training processes. The Manager of Technical Services & Training plays a crucial role in ensuring customer satisfaction, maintaining product knowledge, and enhancing the skills of employees to meet the organization's technical requirements. This position reports to the Director of Products & Services.

Key Responsibilities:

- Direct and manage day-to-day technical services and training teams for residential, commercial and applied heating and cooling systems, and ventilation products.
- Develop individual objectives, KPIs, and monitor and evaluate teams' performance as per HR policies. Establish individual/team's performance improvement plans as necessary.
- Create and manage technical service and support policies, procedures and measurement criteria, update warranty statements to ensure that our business objectives are met.
- Manage issues resolution raised by our channel partners/BC office and act as a factory liaison for QA resolution and countermeasure availability in a timely manner.
- Lead negotiating technical and financial assistance from our parent factories as needed.
- Support the development, routine updates and delivery, both on-line (MESCA Academy) and in-person, of our technical trainings of HVAC product lines to facilitate increased annual product sales volumes in line with organizational product growth targets.
- Analyze annual warranty data of all product formats with regards to sales and find areas of improvement to manage warranty cost.
- Track and assess routine HVAC product warranty claims and maintain allocated warranty budget.
- Manage the rework of our inventory, within our warehouses, Distributors' stock and units in field as necessary.
- Facilitate the pre-market product testing and engineering compliance of the products as directed.
- Lead the full development and launch of local products and accessories including complete testing, completion of technical/engineering documents, manuals etc. in coordination with related MESCA teams and our vendors as directed to support our growing business needs.
- Ensure all assigned technical documentations, service bulletins and literature are accurate, maintained, up to date and distributed in a timely fashion.

- Maintain effective routine communication with all assigned teams, including and products, sales, supply chain, and marketing teams and Distributor network for our routine business activities.
- 3rd party (Vendor set-up) and management to support overall business objectives.
- Attend and/or lead industry's shows and events as required.
- Other duties as may be assigned.

Requirements & Qualifications:

- Bachelor's degree in mechanical engineering OR university degree in a relevant discipline.
- P.Eng or C.E.T. is preferred.
- Ten (10) years of proven track record in managing technical services teams supporting diverse product portfolios – pre & post sales at a reputed manufacturer or contractor company.
- A strong technical knowledge of heating, cooling and ventilation systems.
- A mix of heat-pumps/VRF and hydronic solutions experience is preferred,
- Excellent computer skills and proficiency in excel, word, PowerPoint.
- Excellent written and verbal communication and presentation skills.
- Advanced people management and leadership capabilities as well as strong analytical skills.
- The candidate should be a data driven, results oriented, hands on, creative and detail-oriented leader with strong engineering acumen.
- Occasional domestic and overseas travels as needed.
- Proven ability of “Customer First” and “Customer Service” attitude.
- The candidate must be able to objectively manage different stakeholder expectations and have a strong negotiations skillset.

Accommodations will be available upon request for persons with disabilities.