

Service Group Leader

Location: North Vancouver, BC
Status: Full-time
Company: Jastram Engineering Ltd. (JEL)
Contact: Susan Foster

Job Description

Jastram Engineering Ltd. is setting the standard in marine steering excellence. We design and manufacture hydraulic steering systems and steering controls for all types of vessels. Established in 1989, Jastram is well-respected in the international marine steering system market.

We are currently seeking a new Service Group Leader in our Engineering department, reporting directly to the Engineering Manager. The Service Group Leader position is a member of the Jastram Engineering Team that is responsible to the Engineering Manager for leading the parts and service group to provide all after-sale technical support for Jastram products and systems. This role requires a high degree of collaboration with production, service, and sales team members.

Specific Duties and Responsibilities:

- Develop and maintain strong working knowledge of Jastram products and systems.
- Develop and maintain strong relationships with existing customers and agents.
- Meet the needs of customers and agents with respect to service issues initiated by customer phone calls, emails or other inbound 'calls for help'. Initiate sales and service orders as appropriate.
- Coordinate work and lead other parts and service staff to guarantee customers are helped in a timely manner and to ensure the quality of information provided.
- Maintain, analyze and report on warranty program.
- Perform commissioning and survey duties as required both locally and internationally.
- Provide in-house commissioning and service training to customers and agents.
- Coordination and follow through of all in-house equipment rebuild and repair work.

The successful applicant will have the following competencies:

- Education
 - Completion of Marine Engineering Certificate of competence or technical degree
- Experience / Qualifications
 - Minimum 5 years of relevant experience in the marine industry working as a shipboard engineer or equivalent amount of shore based engineering experience
 - Hands on mechanical/electrical experience
 - Microsoft Office software experience
 - Be legally able to work in Canada
 - Be able and willing to travel internationally on short notice

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In addition, preference will be given to applicants who have the following skills or experience:

- Is a detail-oriented team player who can work independently delivering results and meeting timelines
- Has a positive attitude; enabling you to multi-task, thrive in a fast paced environment and grow technical capabilities
- Desires to take on additional responsibilities, new challenges and meet the customer's needs
- Has aptitude for electrical and mechanical systems
- Is comfortable dealing with senior management as well as front-line technical staff both internally and with customers
- Is able to build and maintain a strong level of knowledge on products, customer needs and services, as well as an understanding of local competitive market needs
- Has excellent English verbal and written communication skills
- Is able to troubleshoot and diagnose electrical hydraulic problems
- Has experience working with the Coast Guard and Navy
- Has Syspro inventory management software experience

Please reply via email to Susan Foster at sfoster@jastram.com.