



Field Operations Coordinator

Job Category: Operations

Position Status: Full-time

Location: Neepawa, MB

Description

We are looking to hire a hard-working Field Operations Supervisor to manage the day-to-day field operations of the assigned work team in the Neepawa area. The Field Operations Supervisor will provide a high degree of customer service to our customers and support for our Field Service Technicians.

To be successful as a Field Operations Supervisor, you should be able to manage the work schedules of the field team and adjust as needed. Ultimately, this professional will be organized, possess excellent leadership skills, thrive in a team environment, foster good working relationships with customers and resolve customer inquiries in an efficient manner.

Key Responsibilities:

- Acting as the main point of communication between the main field and the office.
- Managing the work schedules and time management for all field staff.
- Providing leadership to on-site staff, sub-contractors, and other parties.
- Investigating and resolving customer complaints.
- Ensuring that safety policies are adhered to
- Provide excellent customer service as key contact for field service requirements and schedule / organize workflow to maximize productivity of field operations
- Promote customer satisfaction, follow up on repairs and collaborate with other departments to deliver high level service
- Train and coach team members to meet and exceed customer and business expectations by conducting effective one on ones

- Provide direction on financial implications of work orders including customer pay, warranties, claims, policies and rework
- Create quotes and review and prepare invoices for internal and external customers
- Manage all field KPI's
- Ensure training requirements are met for your team
- Identify and resolve issues by initiating corrective actions in field operations and for office procedures
- Encourage continuous improvement for field operations through regularly scheduled meetings and associated training
- Develop processes to increase efficiency and productivity within the field service team
- Promoting a culture of continuous improvement and team engagement

Key Qualifications:

- High school diploma or GED.
- Bachelor's degree in an industry-specific role is advantageous.
- Proven experience in agriculture dealership operations.
- Proficiency in MS Office (Outlook, Word, Excel).
- Excellent leadership and communication skills.
- Excellent customer service skills.
- Sound knowledge of contract terms and pricing.

About AgWest:

At AgWest, we provide a comprehensive range of Claas machinery and Agco brands, ensuring year-round productivity for farming operations in Manitoba. Our extensive lineup is complemented by a wide selection of attachments, backed by our dedicated sales, service, and parts teams. Our competitive edge is forged by the skills and expertise of our team.

Join us in making a significant impact within the agricultural industry. Apply today and be part of a team that's driving excellence, innovation, and customer satisfaction.

More information / how to Apply:

You can apply via email to Katelyn Zenz, Service Supervisor| AgWest – Neepawa via kzenz@agwest.com with a resume or call 204-476-5378.