

Role Profile

Position Title:

Manager, Regional Service & Parts

Position Summary:

The Manager, Regional Service & Parts is responsible for developing, expanding, and leading Chamco's Service and Parts operations across all regional branches. This role oversees operational performance, ensures full HSE compliance, manages annual budgets, and drives growth in pump and air compressor rebuilds, installations, and field service capabilities. The Manager provides strong technical leadership, builds organizational competency, and supports customer retention through consistent communication and high-quality service delivery.

Key Responsibilities

Service & Parts Growth

- Lead the development and growth of Service and Parts revenue, capabilities, and profitability across all regional branches.
- Partner closely with Chamco's key equipment suppliers to support joint sales programs, improve aftermarket penetration, and grow regional market share
- Expand Chamco's pump rebuild and installation service portfolio.
- Develop strategies to support and grow Chamco's field installation services.
- Drive continuous improvement initiatives to enhance departmental efficiency, productivity, and long-term sustainability.

Technical Leadership

- Serve as a technical resource, providing expert support to customers and internal teams.
- Build and maintain strong technical competency for Chamco's product lines across all locations.
- Ensure alignment of service practices with supplier requirements, technical standards, and industry best practices.

Operational & HSE Oversight

- Oversee operational performance of Service and Parts activities across assigned branches.
- Ensure all operations comply with Chamco's HSE policies, procedures, and regulatory standards.
- Manage the company's service vehicle fleet, ensuring readiness, compliance, and cost effectiveness.
- Oversee the quoting process to ensure consistency, accuracy, and timely turnaround.

Customer Experience & Business Development

- Strengthen customer retention for both new equipment and after-sales support.
- Conduct customer visits to review service quality, identify improvement opportunities, and identify new business opportunities.
- Collaborate with sales and management teams to enhance Chamco's reputation as a trusted, technically advanced solutions provider.

Leadership & Team Development

- Hire, train, mentor, and develop qualified personnel, supporting the growth of Local Service and Parts Managers.
- Foster a high-performance culture focused on customer service excellence, safety, and technical capability.
- Work collaboratively with other departments to support seamless customer service delivery.

Reporting, Budgeting & Performance Management

- Support Local Service and Parts Managers in developing annual operating budgets for each location, including revenue forecasts, staffing requirements, and capital needs.
- Monitor monthly financial performance for all regional branches, identify variances, report to management, and implement corrective actions.
- Ensure accuracy and consistency of data across reporting systems and tools.
- Collaborate with accounting and branch leadership to maintain transparent, timely, and reliable performance reporting.

Qualifications Required

The successful candidate will possess a combination of the following:

- Post-secondary education or a Ticketed Journey person designation with a minimum of ten (10) years' management experience.
- Strong mechanical background with at least five (5) years of relevant technical experience.

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- Proven people-leadership experience with the ability to drive performance across multiple locations.
 - Highly organized, process-oriented, and disciplined in execution.
 - Strong ability to work independently with minimal supervision.
 - Willingness and ability to travel regularly, including overnight stays within Canada at least once per month to support local teams, as well as travel throughout Western Canada and periodically to the United States for training purposes.
 - Willingness and ability to travel regularly within Western Canada and to the U.S. for training.
 - Effective negotiation, communication, and relationship-building skills.
 - Demonstrated customer-focused mindset.
 - Strong leadership presence with the ability to influence and support teams across multiple branches.
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Reports To:

Vice President, Branch Operations