

# Manager, Aftermarket Customer Solutions

## (Transportation & Trucking)

**Preferred location Mississauga, Stony Creek or Waterloo Ontario area.**

Our client is a world-leading equipment dealer, powered by iconic brands and unrivaled support, with over 60 dealerships across Canada, New Zealand and Australia. Its mission is focused on enabling customer success by providing practical and reliable equipment solutions and support. Customers count on our client's team to keep them moving forward, with remarkable customer service and industry-leading brands; John Deere, Peterbilt, Bobcat, Clark, Sellick, Doosan and JCB. This role will report to our General Manager (Ontario), and will lead a team of Outside Parts Sales and Service specialists.

This organization is a growing public company seeking an experienced and strategic leader to improve their Customer Experience and drive parts sales delivery for all of Ontario, with scalability across their Canadian operations. This is a new role and the successful candidate will create a vision and strategy to deliver results with a focus on standardization and quality execution.

It will be up to you to drive how this organization markets and deploys their Aftermarket Customer Solutions. This is a transformational role and it bring change for this business. That means you will have the ability to understand the broader business, be focused on the development and execution of a strategy, but also be able to dive into the details and guide your team through the change. Our client will look to you to study 'how they do things' and give you the creative license to build a best-in-class outside parts sales and customer service delivery model.

### Key Responsibilities of the role

- **Program Development:** Work closely with Branch & Parts Managers to establish programs to drive parts business growth and profitability, as well as, align with the Group Sales Manager to ensure a consistent philosophy and approach.
- **Relationships:** Develop close working relationships with Branch Managers and the Parts teams to accomplish parts sales goals while maintaining high levels of customer service and driving the desired Customer Experience.
- **Financial Execution:** Create annual Sales goals and budget consistent with the organization's financial and operational objectives.
- **Process Improvement:** Continuously evaluate and identify opportunities to drive process improvements that positively impact the company and its customers.
- **Transformation, Change and People Leadership:** Lead the teams and other key stakeholders through change in business structure, strategy, and processes.
- **Product Knowledge and Sales Approach:** Maintain and help the team maintain current product knowledge of all equipment, parts, and services available to customers. Lead changes in our sales approach to a focus on Customer Experience and broader Customer Solutions.
- **Monitor competitive and industry trends** and activity to create and implement proactive strategies.

- **Align Sales and Parts processes.** Work in alignment with Parts Operations and other areas of the business to standardize and improve the supply chain is efficient and streamlined between Sales and Parts.

**Preference will be given to individuals with:**

- Experience driving this level of transformation in a geographically dispersed organization. Minimum 7-10 years of Business-to-Business marketing and/or sales management experience. Similar industry knowledge would be an asset, but is not required. Post secondary education is desirable but equivalent experience accepted.
- Proven ability to understand broader business issues and objectives and the capacity to identify opportunities to grow business strategically. Analytical skills required to monitor and track progress.
- Strong understanding of financial principles relative to Sales operations.
- Proven self-starter, takes initiative, high level of creativity. Positive attitude, ability to overcome and lead teams through challenges, while maintaining focus on stated goals. Excellent organizational, communication and relationship building skills.
- Excellent negotiation, conflict resolution, and change leadership skills.
- Well developed computer skills, including complete Microsoft Office suite of applications and translation of financial and performance data using tools such as Excel.
- Requires the ability to travel 50%.

**Our client offers:**

- The opportunity to build something new and best-in-class, with an organization that is fully supportive and thirsty for driving greater customer experience and market share
- The opportunity to grow in your career at a rapidly growing organization, with the ability to influence and build a world-class Customer Solutions program.
- A great team to work with, where collectively you build, drive and deliver results. you can build and create together. The sales team reporting to you are strong in what they do and embrace the opportunity to deliver more.
- A competitive pay and management incentive program, with the opportunity to become a collective owner through a stock purchase program. There is an excellent health, dental and optical benefits package for you and your family (as applicable).

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Please contact Ora Zabloski, Managing Director, The Amkor Group, [zabloski@shaw.ca](mailto:zabloski@shaw.ca), 403-239-9035 to **CONFIDENTIALLY** discuss this exciting position. A full position profile and details of organization structure, compensation package, benefits and vehicle assignment are available to candidates pursuing this opportunity. There is an urgency to identifying qualified candidates immediately.