



A subsidiary of Hitachi Construction Machinery Co. Ltd.

DEPARTMENT: Technical Services

JOB TITLE: Senior Director, Technical & Customer Service

Wenco International Mining Systems Ltd. (www.wencomine.com) is a software development company that provides Mining Operational technology including fleet management systems, Asset Health, Collision Avoidance and Machine Guidance solutions for open pit mines worldwide. As the Wenco organization continues to grow, we are seeking to add experienced, passionate professionals to our team. We are currently looking for a **Senior Director, Technical & Customer Service** to join our us located in Brisbane, QLD or Richmond, BC.

EXPECTED CONTRIBUTIONS:

- Responsible for the Service strategy and plan; work with internal stakeholders (operations, sales including regional leaders, R&D, finance, marketing) and external partners to lead the evolution of the program and develop, pilot and implement new service experiences.
- Directly lead a geographically dispersed team that will include Global Services personnel, training resources, technical standards and consulting personnel.
- Identify, assess, and recommend new service opportunities and secure buy in and support from senior level decision makers. Lead prototyping, testing and piloting of service program experiences.
- Design and develop new service workshop modules for all Company employees, in collaboration with HR, to build and grow service mindset and capabilities.
- Ensure Systems deployments are delivered in alignment with deployments standards and profitability targets
- Engage senior leaders on the service journey, keeping them informed on progress and collaborating with the appropriate stakeholders on recommendations and decisions as required.
- Support building design thinking capability at Wenco and providing design thinking coaching and advisory for initiatives across Company.
- Develop and manage annual budgets and forecasts as required.
- Develop highly engaged team providing clear direction and coaching and development.
- Lead the evolution of the Support Model to ensure the delivery globally of an excellent customer support experience

EXPERIENCE, KNOWLEDGE, SKILLS AND ABILITY REQUIRED:

- Minimum of 20 years total work experience and 10 years of senior management experience
- University education preferably in a mining discipline
- Demonstrated experience in designing and developing service offerings in the mining industry domain
- Experience with service programs and operations is considered essential
- Experience managing multiple concurrent projects, demonstrated ability to structure and plan this work to deliver right results on time and on budget
- Experience in program management, managing and leading multiple, concurrent cross functional projects
- Strong leadership, communication and people management skills
- Experience and knowledge in designing thinking and creating exceptional experience
- High energy, productive and influential leader, very strong business acumen
- Strong team-building and collaboration skills; ability to get things done through others;



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- Excellent problem-solving skills, ability to construct strong recommendations anchored in data
- Exceptional verbal and written communication skills; ability to create and articulate messages to senior audiences and at all levels of the organization in both written and verbal format
- Self-motivated and possess an ability to motivate and hold others accountable
- Excellent program management and change management skills
- Exceptional stakeholder management skills, experience at building and maintaining relationships at all levels of the organization and third-party resources

WHY JOIN WENCO?

- We are a fast growing, technology centric company that is focused on delivering transformational change in the mining execution space
- We provide opportunities for growth within the company, mapped to documented career development plans
- We offer an extensive benefits plan
- The executive team focuses on providing a fun working environment, that leads to high level employee engagement
- We offer opportunities for continuous training and development (in-house and external) to learn the latest technologies
- We offer our employees a profit-sharing plan.
- We provide free parking and shuttle service for employees using transit
- We are heavily involved in the community and join various events of non-profit organizations
- We offer much more!

Wenco advances the efficiency and safety of the world's surface mining equipment through our fleet management systems. We are committed to providing a stable yet exciting work place environment for individual employees to build and grow their career with the Company.

Wenco is an Equal Opportunity Employer.

Disclaimer

The information in this description has been designed to indicate the general nature and level of work performed by employees. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. It is not intended as an employment contract. Job descriptions are subject to change, which may not necessarily affect compensation.