



A subsidiary of Hitachi Construction Machinery Co. Ltd.

Wenco International Mining Systems Ltd. (“Wenco”), a subsidiary of Hitachi Construction Machinery Co., Ltd. provides high technology solutions for the mining industry globally to advance productivity, efficiency, and safety. Check us out at www.wencomine.com

We are looking for a Client Services Manager, North America to join our head office located in Richmond BC.

Reporting to the Regional Manager, North America, the role of Client Services Manager is important for guaranteed quality technical and operational service delivery to secure a high level of client satisfaction

As a Client Services Manager you will be responsible for coordination of internal cross-functional department interests and activities to meet the requirements and satisfaction of our clients in the delivery, support and implementation of our systems.

Safety Responsibilities

- Work safely, with regard for the safety of others and contribute actively to maintaining and improving workplace safety
- Promote “Safety First” to Client Services Team as well as to other teams within Wenco as a standard work procedure
- Undertake or delegate investigation of safety incidents relating to Client Services Team

Client Satisfaction, Operational and Technical Management Duties

- Drive operational excellence in the technical aspects of work performed to support clients, leading to high systems availability and client satisfaction.
- Project manage the Client Services Team schedule/roster and allocate suitable resources to projects or support queries
- Identify resourcing issues and communicate such matters to Regional Managers and Global Services Manager in a timely manner
- Communicate schedules and resources for support and project visits to client
- Plan resource allocation at least 3 months in advance with best available information
- Develop project plans and schedule project goals, milestones and deliverables
- Travel to client sites in North America and other regions as required for support and project issues
- Take operational decisions and action/delegate a mutually acceptable plan to secure the satisfaction of clients when required
- Ensure you are the primary point of contact for maintaining constant communication with Sales & Account Management team relating to client support issues
- Assist Sales & Account Management team in compiling Project Plans for RFPs or tenders based on available resource and utilization forecasts
- Communicate effectively and regularly with Regional Manager and Global Services Manager on technical and client matters to properly resolve client needs



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- Manage support and development task distribution and escalation procedures internally
- Conduct remote support and upgrade procedures
- Define custom development requirements for clients with assistance from Product Development and Technical Sales
- Leadership/Management of the North America Client Services team and others (possible sub-contractors) undertaking work, including but not limited to:
 - Provide clarity of work and performance expectations
 - Monitor performance, provide support, feedback and coaching and review performance
 - Communicate personnel matters or support requirements to the Regional Manager.
 - Promote an effective team environment
 - Identify internal training requirements and communicate it to Regional Manager and Global Ser Manager
 - Manage standby schedule
 - Conduct briefing and debriefing sessions with Client Services Team members pre-and-post client visits
 - Identify and manage support equipment and spares requirements for regional office, sites, projects and support
 - Identify and implement improvements to business unit to enable better client service and team development
 - Compile monthly operational reports that include but are not limited to:
 - JIRA report for case turnover ratio
 - Resource utilization report & forecast

Knowledge, skills and abilities

- 4+ years' experience with fleet management products on hardware and software applications to ensure in-depth knowledge
- Ability to handle remote site installations, upgrades and software support
- 2+ years' technical supervisory experience of people and resources
- Ability to do standard and custom system configurations for client's sites within the Wenco product suite
- Ability to develop a scope of work for all non-standard features (custom development) on existing and new client sites
- Computer Technology background (Including exposure to Linux, Cisco, Database Administration, Business Systems Analysis, Microsoft Exchange, etc)
- Project Management certification with PMP and PMI-ACP or equivalent is an asset

Personal Attributes

- Collaborative working style
- Excellent customer and people management skills
- Strong ability to manage the time and priorities of team members



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- Proven analytical and problem-solving abilities
- Strong written and verbal communication skills
- Highly self-motivated and self-directed, objective oriented
- Strong, demonstrated customer focus (internal and external)
- Cooperation/Teamwork – conveys a sense of teamwork, respectful of others, seeks to work towards a common go
- TRAVEL - As required to fulfill responsibilities

WHY JOIN WENCO?

- We provide opportunities for growth within the company
- We offer an extensive benefits plan
- We provide a fun working environment, including Fresh Fruit Mondays and Popcorn Fridays, along with table tennis, foosball, and electronic darts in our office
- 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 that provides them with the benefits of their hard work
- 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.