

POSITION TITLE: Supervisor, Sprinkler Division, Saskatchewan (SK)
IMMEDIATE SUPERVISOR: Division Manager, Sprinkler

The Company: Bison Fire Protection Inc., through its fire extinguisher/automatic suppression, automatic sprinkler and alarm divisions, delivers a full offering of superior-quality fire protection products and services to a broad range of organizations via its branches in Saskatchewan, Manitoba and Northwestern Ontario. Our professional, highly trained staff have the capacity to ensure our customers have a complete and fully functional fire protection system that will ensure a smooth and continuous flow of business.

POSITION SUMMARY:

Under the direction of the Division Manager, Sprinkler, this role is responsible for management and/or oversight of the daily activities of Saskatchewan Sprinkler operations, financial performance and supervision of the division's sprinkler fitters, product sales and service delivery as well as job quotations, pricing, cost controls, inventory management, purchasing requirements, budgets, financial reporting and submission of operational paperwork and accounting documentation to Winnipeg Head Office. The Sprinkler Division SK Supervisor will carry his/her own revenue quota and objectives while directing service operations. This role will supervise, coach, mentor and train all direct reports in their roles to ensure effectiveness and quality job performance. As part of this role, the Division's SK Supervisor will also track industry and competitor activities in their regional market area, client needs, products, systems, prices and other pertinent facts to recommend changes and improvements as part of the senior management team. The Sprinkler Division SK Supervisor will actively participate in the preparation of annual sales forecasts, budgets, managing division and job costs, margins, profit and loss forecasts and other financial related objectives with the management team.

PRIMARY TASKS:

- Supervision of all SK Sprinkler Division operations and employees
- Proactively monitor SK Sprinkler Division performance
- Oversees SK Sprinkler Division inventory and effective product turnover to ensure tight cost and control practices and the reduction of damaged or obsolete parts and products
- Oversees SK Sprinkler Division inventory purchasing applying best cost and control practices
- Ensure that all services paperwork and invoicing information is provided to Winnipeg Head Office on a time sensitive schedule as directed
- Review and approve SK Sprinkler Division Sales Quotes
- Ensures deficiencies on "Proposal for Repairs" reports are being quoted on a timely basis
- Participate in the human resources function for the division including recruitment, discipline and dismissals with the support and direction of the Business Manager or Division Manager
- Meet internal service sales and operations reporting requirements to Winnipeg Head Office
- Effectively meet all work performance deadlines
- Perform service vehicle fleet coordination for the division with the support and direction of the Division Manager and Business Manager
- Must ensure service vehicles have sufficient tools, equipment and product on hand for the required work order completion
- Premises and equipment management for the division
- Demonstrate strong leadership and implement Company ownership directives as required
- Work effectively and co-operatively with senior management team and division and branch managers
- Training development and mentoring activities with staff as required; maintain/renew employee licenses and certifications
- Provide technical support to field technicians
- Monitor and reconcile company related travel and expense reports and other non- supplier payables to ensure all product and labour costs are captured and allocated to projects correctly.
- Involvement in other projects or initiatives as directed by Company ownership such as divisional or division budgets, cost controls, profit margin targets, profit and loss forecasts or other financial related management practices
- Proactively monitor Sprinkler service staff performance, including completion of, at minimum, annual performance evaluations in collaboration with the Division Manager
- Ensures quality and procedural requirements are being met by all Sprinkler staff
- Oversee delivery of service orders for inspections, installations, repairs and product sales
- Provides assistance in resolving any customer service co-ordinates with Sprinkler Division Co-ordinator and Inspections Co-ordinator
- Meet internal and external reporting and work performance deadlines
- Resolve customer and vendor pricing disputes or discrepancies when required
- Must ensure all documentation, costs and information is being entered into the Smart Service System.
- Proactively and effectively manages projects to ensure work is on track, required product is on site and deadlines and margins are being met

- Must ensure all costs (time, labour, materials, etc.,) are properly allocated to specific projects for billing purposes
- Review completed jobs, verify profitability projection and results
- Ensures technicians submit completed service order and/or inspection, with all parts and work hours accurately completed to ensure proper billing to the customers on a timely basis.
- Review SK Sprinkler Division employees timesheets for accuracy, authorize and verify overtime
- Must attend and proactively participate in all management meetings, planning sessions and other required activities as directed by Company President, General Manager and/or Division Manager
- Must complete, obtain and maintain all required certifications or safety training for the performance of duties
- Must be willing to train and learn new product lines and processes as required and maintain current working knowledge of best industry practices and products
- Must travel and meet with clients and prospective new clients as required

REQUIREMENTS:

- Must have demonstrated project management skills with a minimum of 5-10 years' experience in the Sprinkler industry
- Additional education and/or training from a technical college program is highly desirable
- Must have "Red Seal" certification as specified by Union standards
- Must be qualified to obtain Back Flow Licence in applicable municipalities
- Must have a working knowledge of current local and national fire codes
- Must be willing to take advantage of Union sponsored training and skill development workshops when appropriate
- Demonstrates and applies a broad knowledge and expertise depth of fire protection industry concepts, practices and procedures for the managed work group
- Demonstrates a strong working knowledge and understanding of the construction markets and the interactions between contractors, consultants, architects, engineers and manufacturers
- Working knowledge of bids, proposal generation, specification compliance and general business and construction law and requirements
- Must present a professional image, attitude & behaviours when dealing with customers, suppliers, vendors, other service providers and staff members
- Must be detailed focused while understanding competitive environments for project and sales quotations, achievement of margins and sales objectives
- Demonstrates understanding and application of supervisory approaches for work direction, motivation, performance management and disciplinary actions
- Must have financial aptitude and ability to manage costs, pricing, margins and budgets
- Must demonstrate effective supervisory and performance measurement skills
- Must be able to effectively train and mentor staff on new processes and systems
- Must display strong leadership and motivation skills (lead by example)
- Must demonstrate effective problem solving and conflict resolution skills
- Be highly organized and can prioritize multiple tasks while meeting sales and operational deadlines effectively
- Must be highly self-motivated, goal and task oriented and able to work effectively with minimal direction or supervision
- Must be able to motivate sales and service team members to achieve performance targets
- Must have effective verbal and written communication and people skills and demonstrate positive team player attitude
- Must be flexible and able to adapt easily to rapid changes within the business operation
- Must possess strong computer and technology (IT) related skills
- Demonstrates and applies an effective customer retention strategy and focus
- Must be able to ensure competitive but profitable pricing structures and profit margins

We offer competitive compensation and an excellent benefits package. Please submit resume in confidence to: tturner@bisonfire.com, by June 19, 2017. Due to the high volume of resumes received only the most qualified candidates will be contacted. We thank all applicants for their interest.