

**Business Line Manager Aftermarket
Medical Gas Solutions Division
Class 1 Inc.
Part of the Atlas Copco Group**

Job description:

We are currently looking for a dynamic leader to further develop the Service operations and aftermarket sales of our medical gas customers in healthcare facilities across Canada.

Mission:

The Business Line Manager - Aftermarket (BLM) will develop and grow Class 1 Inc.'s operations, aftermarket sales, and technical service functions across Canada to drive profitable growth in accordance with divisional targets and objectives. The BLM will also ensure that Class 1 Inc. continues to be recognized as the market leader in providing excellent customer service with highly competent personnel and maintain our, "First in Mind and First in Choice," organizational vision.

As the BLM for Aftermarket (QMS), you will report directly to the General Manager and be a key member of the Strategic Management team. Therefore, you will be a driving force for the Company's overall performance with specific focus on maintaining the image for Class 1 Inc.'s service operations and leading the Facility Services team. You will work in close collaboration with all other functional areas within the organization including Operations/Production; Sales; Installation; R&D; and technical support.

Role & Responsibilities:

- Lead by example and be the internal champion of a Customer First attitude and embody the quick, accurate turn around of information to the customers through our MyMedGas software
- Develop business plans in line with the strategy for short-term, mid-term, and long-term goals
- Develop and implement department KPIs for health and safety, aftermarket service and product sales, and marketing strategy with full P&L (profit and loss) responsibility
- Control of all Operational Costs, with focus on operational efficiency, utilization, cost recovery and other related divisional KPIs
- Apply service metrics in accordance with the guidelines and strategies defined by the MGS (Medical Gas Solutions) division and further grow the Aftermarket business to the next level
- Focus on climbing the medical service ladder to elevate customer penetration from core products and services to advanced products and services
- Increasing service contract ratios to achieve an optimal 1:1 ratio of equipment sold/installed: equipment serviced
- Introduce the pro-active maintenance concept and retrofit strategy on all brands leveraging smart hospital concepts while developing the MyMedGas technology within the Canadian market with full connectivity strategy
- Significantly increase our level of technical competence, working closely with Technical Product Support Manager to support execution of the training matrix and further our reputation as a service leader and provider in the Canadian Healthcare market
- Evaluate the Customer needs and their potential for further development through regular interaction and support

- Provide a high level of satisfaction and service quality to the existing service customers with a focus on high retention and low attrition driving growth in promoters
- Stabilize, grow and reinforce the present organization to assure success in our ambitious growth targets
- Develop and support a spirit of open communication and fairness in all areas of operations with continuous interaction of all areas of the company utilizing a Customer Centric approach
- Safeguard integrity and transparency of operations by making sure that FAM reporting is understood and applied
- Ensure a proactive leadership in health and safety through toolbox meetings and completion of mandatory training
- Responsible for the Facilities Services team to clearly execute Preventive Maintenance (PM) inspections and maintenance activity, Equipment & Systems Support and Start Ups on Medical Gas Supply Equipment & Systems or other related equipment sold to healthcare facilities
- Ensure provision of On-Call Service support and Service administration activity
- Involvement in additional projects as required by the business approved by General Manager or MGS division

Supervisory Responsibility

- Directing the work of remote service technicians and back office staff within the Facilities Service department
- Compensation consideration
- Disciplinary action/counselling
- Performance appraisal processes
- Coaching for improvement

Knowledge

- Fluent in English and French would be a considerable asset
- Strong communication skills and advanced computer literacy
- Hands on working knowledge of SAP, Power BI, Office 365 or similar back office tools a plus
- Good understanding of systems tools and operational processes
- Experience in Financial Reporting and preparation for Business Review Meetings considered an advantage
- Medical Gas systems or other similar positive displacement equipment and aftermarket knowledge is an advantage
- Medical Gas industry knowledge and/or regulatory reporting, such as CSA Z7396.1_17 is a strong asset

Educational requirements

- Bachelor's Degree in engineering or business, or equivalent work experience

Experience

- Management experience and good understanding of Atlas Copco financials (specifically related to service)
- Proven commercial and business experience.

Skills

- A 'customer first' attitude with ability to maintain a professional appearance and demonstrate a positive attitude with customers, industry peers, and fellow employees
- Ability to think outside the box complimented with a "Safety First" approach
- Result-oriented and experienced professional with proven track record in service business and operations or P&L responsibility as Business Line Manager an asset
- Proven track record of strong leadership and entrepreneurial skills, sound commercial awareness and a drive for team success
- Strong organizational, time management, problem solving, negotiating, and networking skills
- Ability to manage people by creating trustworthy and fair relationships

Travel

- Extensive travel across Canada and internationally as required

What You Can Expect from Us:**Excellence:**

We believe in delivering the best products and services possible. We believe in pursuing excellence in our business practices. We believe in striving to be the best.

Doing the Right Thing:

We believe in acting in the best interest of our customers. We believe in making decisions in the best interests of long-term success and sustainability. We believe in giving back to our industry, our community and our world. We believe in making things right. We believe in being professional. We believe in moving heaven and earth to meet our deadlines and our customer's expectations. We believe in working together to find solutions. We believe in treating people with respect. We believe it is our privilege and obligation to help others. We believe in making a difference.

Empowering Strengths:

We believe in seeking out, recognizing, encouraging and developing people's strengths.

Open Communication:

We believe in honest dialogue. We believe in sharing information to the benefit of others. We believe in sharing best practices to the benefit of our customers, employees, and partners.

Innovation:

We believe in improving our industry by leading advances in technology, processes and practices.

Environmental Stewardship:

We believe in researching and implementing technologies which are effective without damaging the environment. We believe in developing new products that help, rather than harm, our beautiful planet.

Class 1 Inc. is proud to be a member and supporter of The Canadian Coalition for Green Healthcare.