

**NEW  
POSITION**



## ***Regional Retail Service Coordinator***

**Location: Edmonton      1 Position Available      Competition #: LM00656**

Leavitt Machinery is one of North America's largest dealers of Materials Handling and Aerial Equipment. Leavitt is an authorized Caterpillar Equipment Dealer that sells, rents and services new and used lift trucks and related products throughout Western Canada and the Pacific Northwest. As an equal opportunity employer with 17 locations in B.C., Alberta and Washington State, Leavitt is a growing organization looking to add to its talented team. We offer an excellent benefit package.

The individual we seek will work closely with the Service General Manager as a liaison between all Leavitt Machinery branches, acting as a coordinator for our retail service initiative. Responsibilities will include managing all aspects of the regions PM program such as:

- a. Provide PM rates and prepare PM Agreements
- b. Maintain copies of all PM Agreements and Labour Discount Agreements within a region
- c. Set-up, monitor and adjust PM schedules as required
- d. Book PM's with customers and the branch
- e. Order required parts to complete PM service
- f. Follow-up with customers on noted items of concern
- g. Communicate approved additional repairs to the branch

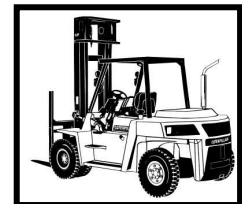
Other duties will include acting as a leader to administer and monitor the performance of TM&R contracts, National Accounts and multi-location customer contracts; identifying opportunities for Fleet Management, TM&R and National Service Contracts; to be involved in service contract negotiations, provide estimating support to the branches within your region, provide overflow support for billing and dispatch, providing new branch start-up support and following up with customers on large service invoices.

The successful candidates will have a post-secondary education in Operations Management, or equivalent experience, possess strong customer service skills, excellent communication and analytical skills and must be able to cope with conflicting priorities. This individual must be extremely well organized, able to multitask and to lead & control the course of a project from inception to completion. Excellent PC skills are required with experience using all aspects of Microsoft Office. Previous Sales and Product Support experience would be considered assets.

If you are an innovative, results oriented team player and have the skills required to succeed in this position, please fax or e-mail your resume in confidence to:



**Human Resources**  
**Fax: 604-607-4455**  
**resume@leavitt.ca**



It is our policy to contact only those candidates that we believe will be successful fit for our organization.

**CLOSING DATE: POSTING TO REMAIN OPEN UNTIL FURTHER NOTICE**

***"A proudly owned and operated Pacific Northwest Company"***