

Customer Support Supervisor

Roadware Group Inc. is a multi-national company with over 35 years of highly specialized experience in Infrastructure and Pavement Management technology and data collection services. The company's mission is to provide premium quality information gathering products, services and support to infrastructure and transportation organizations throughout the world. To find out more about our firm, please visit our website www.roadware.com.

We have an immediate requirement for a full-time experienced Customer Support Supervisor.

Reporting to the Director, Manufacturing & Support, you will use your supervisory, analytical and problem solving skills to maintain, repair and support ARAN (Automatic Road Analyzer) vehicles and products created by Roadware.

Position Responsibilities:

- Lead, train, mentor CSR team; with focus on providing world class customer support services to customers and to Roadware's own fleet of ARAN vehicles.
- Maximizing uptime for Roadware products by implementing rapid response and preventative programs.
- Implement primary and secondary on-call program accounting for severity and escalation.
- Organize and supervise annual Preventative Maintenance programs offered to ARAN customers.
- Organize on-site support as needed (with little notice) and organizing applicable travel arrangements.
- Forge partnerships – ensure cooperation and sharing with other departments.
- Provide feedback to other departments to improve product reliability and quality.
- Implement a "Help Desk" system to log and track customer support issues.

Requirements:

- The successful candidate will be driven to move the department forward.
- 3 to 5 years of Customer Service Supervisory experience.
- A strong working knowledge of Computers and Windows operating systems (including, but not limited to Windows 98, XP and Vista).
- Knowledge of MS DOS and QNX (Unix or Linux).
- Excellent communication and people skills, with experience in developing a strong team
- Strong analytical and problem solving skills.
- Willingness and ability to travel when required.
- Must possess and maintain a valid driver's license.
- Ability to work flexible hours on occasion.

Skills and Qualifications:

- Preference will be given to candidates with an Electronics Technician's or Technologist's diploma or equivalent.
- Administer change and operate in a fast paced evolving environment.
- Excellent knowledge of KPI's and Metrics.

All interested parties are invited to forward their resumes in electronic form to Bruce MacLean at bmaclean@roadware.com. Please quote "Customer Support Supervisor" in subject line. We thank all applicants for their interest, but only those selected for an interview will be contacted.