



## TCR Group – Workshop Manager (Calgary, AB)



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#### The Opportunity

This is an exciting time for our company! If you are looking for a new opportunity and want to be part of our fast-growing business in Canada, we would love to hear from and welcome you into our team. Opportunities to progress within our rapidly expanding business across North America.

As a Workshop Manager you will be accountable for leading the technicians on the workshop floor, including overseeing effective management and performance of the Calgary maintenance operation, delivering outstanding levels of service and compliance with Quality Standards, promoting safe working practices, improving day to day operations, ensuring paperwork is completed to a high standard by the technicians and ensuring a high level of quality standards to our customers.

#### A snapshot of what you will be doing here:

##### Coaching and leading the team:

- Taking end-responsibility for quality, efficiency, safety, and resources within his/her own unit;
- Coaching and motivating the team members and taking care of teamwork;
- Taking responsibility for the team.

##### Management of the workshop -

- Implement TCR processes and procedures with the utilization of SAP to achieve the following:
- Manage resource and labor allocation in coordination with management;
- Ensuring a correct stock management by determining and ordering the available and needed resources such as (spare) parts, office supplies, etc.;
- Giving insights to the management regarding the feasibility of the planning and advise on the viable solutions and bottlenecks;
- Identification and visualization of the planned maintenance and outstanding problems using the available systems;
- Tracking the progress of the work package (disruptions and maintenance) based on available resources and by monitoring standard times, bottlenecks, back log, and feasibility within the given mandate;
- Assisting team members in processing and making production figures and/or quality data visible to operations;
- Creating, checking, evaluating, and signing inspection lists;
- Implementing contingency procedures.

### **Subject-specific support to the team members**

- Instructing in maintenance and malfunctions for the purpose of safe maintenance of vehicles and equipment;
- Knowledge transfer for professional development of the team members.

### **Collaborating with key stakeholders for the purpose of coordinating and evaluating activities**

- Coordination with departments such as: customers, suppliers, TCR departments;
- Providing information from customers to team members regarding matters that influence the operations;
- Advising customers regarding the availability of vehicles and equipment.

### **Continuous improvement**

- Contributing to the professional knowledge to set-up (quality) measurements in consultation with the management;
- Proposal for improvement such as adjusting procedures and making new work agreements;
- Investigating and producing technical improvements (modifications) to equipment to reduce the cost price per unit of product to increase availability for the customer.
- Performs tasks that are specific for the technicians, including the associated responsibilities and authorities.

Taking end-responsibility for the workshop administration within the own unit and in cooperation with relevant departments. This including work orders, invoicing

preparation, and time control.

Demonstrating active safety leadership by driving the safety culture and implementing initiatives to continuously improve TCR's safety performance and OHS management system.

### **We are looking for an individual who:**

- (Expert) technical background in GSE maintenance and repair: mechanics, hydraulics, electricity, air pressure, aircon/refrigeration units, and electrical systems (Preferred)
- Ability to make complex decisions whilst under pressure
- Stress resistant
- Assists in implementation of formal quality improvement
- Demonstrates continuing commitment to achieving a OHSA friendly working environment by seeking out and attending additional safety education classes over and above those required
- Act as role model
- A real team player
- Strong in communication
- Drive for excellence
- Good MS Office 365 skills
- Leadership skills: facilitating teamwork, communicating the vision, effective delegation, managing change, managing conflict, directing others
- Fluent in English – both oral and written

### **♥ We think you will love working with us:**

- Part of a solid and growing international group
- A company with short decision lines where our employees are central to the success of the company

- An environment where you can develop and grow
- A competitive salary, depending on experience
- Multiple employee benefits:
- Medical Health Insurance
- Vision Insurance
- Dental Insurance
- LT disability insurance
- Life Insurance
- RRSP plan
- PTO increasing up to 20 days
- Paid sickness per annum
- Provision of all PPE
- Job Type: Full-time
- UNLIMITED REFERRAL BONUSES

The Pay Range for this Position is:

\$95,000 - \$115,000/annual (based on experience/qualifications).

#### **Our company**

At TCR Group, we are committed to revolutionizing the aviation industry by providing integrated solutions for Ground Support Equipment (GSE). Our services include GSE rental, leasing, and maintenance. With headquarters near Brussels and a team of approximately 1700 employees, we operate globally across over 200 airports in America, Europe, Asia Pacific, and the Middle East. Our dedication to excellence makes us a trusted partner for customers worldwide.

#### **Do you think we could be a match? We look forward to meeting you.**

If you are passionate about customer service, enjoy a close attention to detail, and thrive in a collaborative environment, we invite you to apply for this exciting role.

Please note: We kindly request that agencies and recruiters refrain from contacting us regarding this job posting.