



Job Opportunity

Position: Production and Service Manager
Reports to: Vice President, Instrumentation
Location: Kanata, ON

About Us

Established in 1982, InstanTEL is the global market leader in the design and production of vibration, air-overpressure, and noise monitoring instrumentation. Our products are used on projects in over 120 countries. Applications include civil engineering, construction, environmental, mining, mining exploration, quarry, underwater, structural health, human annoyance, military, and noise. We are proud of our position as an industry leader and are always committed to improvement. We understand the challenges faced in these fast-paced environments and provide the tools to get the job done safely and within regulation. Join a world-class team that continuously pushes the limits in the relentless pursuit of excellence and innovation in monitoring equipment.

Job Details

The Production and Service Manager position is a critical part of the Production and Service team.

Responsibilities:

- Directly contribute to the achievement and exceedance of corporate goals for revenue, gross margin, and profit on a monthly, quarterly, and annual basis.
- Play a key role as a member of the Senior Leadership Team in a cross-functional and collaborative manner.
- Develop and implement the vision and strategic plan for Production and Service while effectively addressing day-to-day and tactical needs.
- Foster a team environment characterized by inclusion, collaboration, excellence, and results-based achievement.
- Oversee a team of approximately 20 that includes production and service, including the performance review process.
- Oversee and manage the facility and related upkeep.
- Identify and maintain systems that maximize weekly service revenue and provide accurate forecasting.
- Provide daily, weekly, monthly, quarterly, and annual production and service metrics and determine how to best measure production and service performance (quality, inventory, ship to request, scrap, turnaround times, customer satisfaction, and related).
- Maintain ship-to-request (fulfillment) metrics of 99% or better to ensure we meet the last-minute needs of the industry.
- Establish processes and metrics to ensure that turn time targets for calibrations and repairs are met on a daily and weekly basis.

- Prepare, submit and maintain the annual Production and Service budget, the capital equipment budget, as well as short and long-range strategic plans.
- Analyze payback on major equipment purchases and present requirements to team members, including Fix Asset Requisition (FAR) submissions.
- Ensure that Production and Service have properly documented and current procedures that form the basis of Quality Assurance.
- Oversee, maintain, and improve the Return Material Authorization (RMA) system as well as the Renewity system, which tracks units through various service stages.
- Manage all inventory to ensure ship-to-request requirements are met while also meeting corporate inventory level objectives monthly, quarterly, and annually.
- Oversee COMPASS, a real-time inventory tracker which allows Sales and other stakeholders to know what finished goods are ready for sale or when they will be ready.
- With a spirit of partnership, interact with and manage relationships with Suppliers and Customers, negotiating purchases and contacts where required for the best prices and terms (with assistance from the Purchasing function).
- Oversee the Purchasing and Logistics functions.
- Working with the R&D team to ensure new product introduction and design are production friendly, efficient, cost-effective, and timely.
- Taking the lead role, overseeing the Environmental Health and Safety Committee ensuring environmental and legal requirements are met or exceeded, now and into the future, including health & safety legislation, RoHS, WEEE, CSA, FCC, CE, and others.
- Play a lead role in monitoring and maintaining our products' gross margin, providing monthly KPI reports.
- Recruit and hire new staff, as required, and refresh the current talent pool. If required, assist in the recruitment efforts of other departments.
- Train or provide systems for training and mentor the Production, Service, and Technical Support Team members.
- Keep up to date on current industry trends for improving Production and Service efficiency.
- Perform other related duties as required.

Qualifications:

- University degree focused on one or more of the following: production, electronics and/or mechanical engineering or related studies.
- A sound background in business accounting and practices.
- Minimum of five years' experience in production management with an electronics/instrumentation focus.
- Track record of strong leadership and people development skills with the ability to effectively manage a team of diverse individuals.
- A detailed and foundational understanding of production processes as applied to electronics industries is mandatory (planning, procurement, manufacturing, testing, inventory management, order fulfillment and logistics, and efficient process flow).
- Extreme attention to detail.
- Expertise in Lean methodologies such as JIT, Lean, Six Sigma, Kaizen, and others.
- Expertise in MRP/ERP, Materials Management, Inventory, Quality, Production, and ECO management.
- Expertise with ESD requirements in an electronics manufacturing environment.
- Expert level skills in Microsoft Word, Excel, Outlook, and PowerPoint.
- Exceptional verbal and written communication and presentation skills.

- Excellent negotiation and interpersonal skills.
- Demonstrated expertise in strategic planning and budgeting.
- Strategic thinking, innovative creativity, analytical and superior organizational skills.
- Ability to develop and build strong and effective relationships.
- Ability to work with highly confidential materials.
- Valid driver's license and access to a vehicle for occasional local travel; hold a valid passport.

Employment Details:

- On-site
- 309 Legget Drive, Kanata, ON
- Full-time, permanent

Instantel believes in giving each and every applicant an equal opportunity to succeed on their own merit. We strive to hire employees that reflect and support the diverse perspectives, experiences, and needs of employees and our communities. We remain committed to upholding the values of equity, diversity, and inclusion in our work environments. We know that diversity underpins excellence and that we all share responsibility for creating an equitable, diverse, and inclusive organization. Therefore, in pursuit of our values, we seek employees who will work respectfully and constructively with differences across the organizational hierarchy in actualizing priorities, goals, and principles of equity and inclusivity.

If accommodation is required at any point in the recruitment process, please contact a member of our Recruitment Team. Please note that as part of our recruitment process, candidates in the final stages will be required to complete a background check which may include criminal background, credit, and driver's abstract check.