

Job Title: **Field Service Supervisor**

Reports to: Operations Manager / Project Manager

**Job Description:**

The Transformer Maintenance Supervisor manages and coordinates the activities of transformer maintenance employees to assure proper maintenance and mechanic repair of transformers are within the allotted budget, schedule and consistent with Company policies, procedures and regulations. Leads project and provides problem solving support in repair, maintenance and installation of transformers, mobile maintenance units, tools, and equipment. Recommends and implement improvements to department procedures, provides planning input into the PM, and other project staff. Initiates work orders and ensures work order procedures are followed for specific TMT assigned. Assures project schedules are met and all issues are resolved and communicated in a timely fashion. Supports field and office strategies to achieve the key performance goals for overall company success. Enforces all Safety, Quality policies, and all other company policies and procedures as required in this position.

**RESPONSIBILITIES**

- Promotes safety and conducts him/herself in accordance with all safety guidelines at all times
- Help prepare job plan by adding input on how to complete
- Determines sequences, and assignments for work activities, based on job plan, work priority, quantity of equipment and skill of personnel
- Monitors employees' work levels and provides feedback to OP and PM.
- Maintains working knowledge of equipment
- Leads repairs on various transformers and transformer components
- Oversees management of tool and tool/material inventories and the condition and maintenance of specific TMT to ensure adequate working conditions
- Assists Safety in investigating accidents or injuries and prepares report of findings
- Enforces maintenance policies and procedures
- Directs employees about work-related subjects and assists employees to correct job-skill deficiencies
- In depth knowledge with Transformer Maintenance and Transformer components
- In depth knowledge of Transformer Maintenance Equipment
- Examines objects, systems, or facilities and analyzes information to determine needed installations, services, or repairs
- Electronic Reporting (do-forms) and time management (E-pay)
- Ensures maintenance technicians comply with all company policies and procedures
- Manage job site in a professional manner; and report daily to OP and PM on job progression
- Confidently communicate with the client regarding difficult problems and expedite the resolution of customer problems

### **Supervisor Role**

In your role as Supervisor your position deals with external customers daily and must be able to maintain a professional and business-like attitude at all times. This position also oversees other employees daily and must be able to maintain a business-like attitude and work as part of a team at all times.

### **Tools & Equipment**

Company specified tools for this position include but are not limited to:

- Computer equipment
- General office supplies, including telephone
- Trucks, Oil Processors, General Hand and Power Tools

### **Skills**

- Completion of trade certificate or equivalent experience
- Results-orientated and able to work both independently and within a team environment
- Ability to communicate effectively with others at all levels
- Mechanically inclined with complete understanding of how our transformer equipment works
- Sound planning and organization skills
- Excellent verbal and written communication skills
- Valid driver's license with Class 1 (not required but an asset)
- Valid passport required
- Self-motivated
- Ability to travel
- Pass drug, alcohol and fit test

### **Decision Making**

This position makes routine decisions and all should be within defined policies, procedures or guidelines. This position must be able to analyze the situation and make the best decision to ensure safety, quality, productivity and budgets have not been jeopardized; this includes knowing when to involve Supervisor/Project Managers/Operations Manager.

### **Working Conditions**

This position works in a manufacturing/field environment and must have the flexibility to move around during a shift, including sitting, standing, bending and lifting. This position has exposure to dust, fumes, heat and cold temperatures and must be able to wear the appropriate personal protective equipment provided. In this position you must travel on a routine basis.

### **Financial**

This position must work within a project budget/plan; will be responsible for familiarizing with, and abiding by company's purchasing policy as it relates to visa purchases.

### **Supervisory/Management**

Responsible for supervising crew on site.

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**Training Requirements**

Fall Arrest  
Confined Space  
WHIMIS 2015  
First Aid  
H2S Alive

*Not required but an asset:*

Class 1 License  
TDG  
Class IV Crane (Picker Truck)  
Working at Heights (ON)  
Powerline Hazards  
CSTS  
OSSA