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| <b>Job title</b> | <i>Repair/ Service Manager- Fiber Optics Lab</i> |
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### Job purpose

- Manage Repair Department and assist as required (minimum 3 years exp. in management required)
- Interface with Customers and Suppliers
- Provide Customer Training and Sales Support as required

### Duties and responsibilities

#### *Repair Manager*

- Deal directly with customer to ensure efficient return of repair items
- Interface with customers to quote repairs and obtain Purchase Orders
- Follow up with customers to ensure customer satisfaction
- Be able to assist with repairs as required both in house and evaluation of technical issues over the phone
- Provide motivation, and guidance for Service Technicians. Provide yearly performance evaluation reports on all service technicians.

#### *Service Manager*

- Interface with supplier to ensure Comtest's continued repair capabilities. This would include ensuring sufficient parts are maintained in house, technicians are properly trained and latest software and test procedures are maintained.
- Ensuring all new units are fully qualified before leaving Comtest
- Ensure Comtest's inventory of "loaner" splicers are kept updated and available as required.
- Maintain the consumables inventory for both the sales and repair departments
- Be available and capable to provide onsite customer training on splicers as required

### Qualifications

Qualifications include:

- Education – Electronics Engineering Technician
- Specialized knowledge – knowledge of Fiber Optics Splicers
- Skills – Basic Software Experience: Windows, MS Office and ability to learn new programs as required.
- Bilingual (English & French)
- Great people skills and ability to manage well under pressure

### Working conditions

The job requires working in a busy repair laboratory environment interfacing with Service Technicians and other office personal. On occasion travel may be required to provide on-site customer training.

### Physical requirements

The job is not physically demanding however you must be able to travel with the required splicer kits and your personal luggage. Having a driver's license, and a car would be an asset.

### Direct reports

The Service Technicians will report directly to the Service Manager, and the Service Manager reports to the president.