

National Service/Operations Manager

EPSON Canada is dedicated to providing its customers with digital image innovation. Our main product lines are comprised of information-related equipment such as printers, scanners, projectors, cameras, home entertainment and electronic devices. Epson products are known throughout the world for their superior quality, functionality, compactness and energy efficiency.

We are currently seeking an individual to manage the Epson Customer Care Center service network and part distributors that provide repairs services and part sales to end users in Canada as well as managing the reverse logistics operation.

Responsibilities include:

- Continually review Epson Customer Care Centre (ECCC) programs and policies and implement changes as required
- Establish and manage the relationships with Epson independent authorized third party service providers from initial contract through performance monitoring and termination.
- Manage the service training processes and schedules to ensure third party service providers meet authorization requirements
- Resolve escalated service issues from ECCC's, Credit, Customer Relations, Product Support, Parts Order Services and Sales
- Manage reverse logistics, including RMA's, returns and warehousing
- Manage technical support, including bilingual support
- Oversee the IS support personnel responsible for the maintenance of the internal software applications and the site equipment.
- Facilities operations

The ideal candidate should have:

- Post secondary education
- Experience in reverse logistics
- 7 -10 years management experience in reverse logistics and customer service
- Demonstrated ability to facilitate change
- Knowledge of SAP an asset
- Ability to travel in Canada and the US
- Excellent interpersonal and communication skills

Terms of employment – Full time Position

Qualified candidates should submit their resumes quoting **National Service/Operations Manager** in the subject line to: Lynne_Lyon@ea.epson.com

We thank all candidates who apply, however, only those selected for an interview will be contacted.