



Job Description of Work Functions

Position: Aftermarket and Support Manager

- **About the position**
 - At Buffa Distribution, we are the Bowling Experts. We are looking to find an energetic and driven person to add to lead our aftermarket department to new heights. Parts and maintenance sales are one of the key pillars in our business, as well as for bowling centers. Bowling centers across the country absolutely need those products and services to make their business run, making this a very important segment. We are in search of someone who has experience as a bowling center technician and has the sales skills necessary to grow this market segment. Someone with a willingness to learn, capacity to troubleshoot problems and capacity to explain effectively. We hope you find a place in our great company.
 - Based out of Montreal office. Regular Hours, Flexibility of schedule. Full Time
- **Target Objectives**
 - Respect the policies and procedures in place by the company
 - Pinsetter Technical Support
 - Lane machine support, lane pattern help, regular maintenance
 - Service repair calls (last resort)
 - Sales and creation of technician service call block hours
 - Create and manage promotion in conjunction with marketing team
 - Take great care of key accounts, be the front line of support to them
 - Visit key clients with other sales reps
 - Promote the sale of new products, better products based on experience, know how, expertise.
- **Qualifications**
 - Previous experience as a bowling center mechanic
 - Sales experience, ability to be in front of clients
 - Ability to handle and know proper tools for the application being used
 - Ability to install/troubleshoot moving parts
 - Ability to install computer software
 - Any previous software knowledge is a plus:
 - MS Office suite, Sage 300, QubicaAMF Conqueror
 - Any previous bowling equipment experience is a plus
 - Pinsetters (A2, GS, 82-70, 82-80, String)
 - Lane machines (Kegel, Brunswick, older generations)
 - Strong problem solving skills
 - Strong communication and understanding skills
 - Ability to ask the right questions
 - Spoken and written English and French
 - Availability to travel with reasonable notice
 - Valid driver's license & passport and ability to travel abroad required
 - Ability to work flexible hours and weekends

Buffa Distribution

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514-376-7905 905-624-4022 1-800-263-4072
<http://www.buffabowling.com>



Each of these roles must be integrated in a TEAM setting following these principles of the management cycle:

Roles	Responsibilities
PLANNING	<ul style="list-style-type: none"> • Plan marketing efforts for aftermarket new products, tips and tricks • Plan calendar for target dates for on-site service calls • Schedule webinars • Plan road trips with other sales reps to complete the sales cycle
ORGANISATION	<ul style="list-style-type: none"> • Organise personal tool pouch/box • Organise service calls, dates, times, who is on job with you, who you are training • Train and implement work-order forms for job-site technicians • Reports of aftermarket promotions being run
DIRECTION	<ul style="list-style-type: none"> • Main in-house contact for service techs on the road • Purchase missing materials/tools for work tasks • Sell and maintain SLA contracts for support hours • Host monthly webinars that are pertinent to the season (Maintenance vs. revamp) • Build support documents, online resources, web videos, manuals • Complete work-orders when on a job with detailed descriptions of work provided to client. • Conduct regular team meetings with service technicians, in conjunction with sales team.
CONTROL	<ul style="list-style-type: none"> • Document each client tech call in CRM • Customer signoff at completion of a work-order • Customer survey after a service call and follow up calls for habitual service call clients
EVALUATE	<ul style="list-style-type: none"> • Evaluate work-orders based on customer feedback form • Review customer feedback form and make changes to work based on requests • Evaluate the end product of the finished service call

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