

Job Title: Regional Service Manager

Job Status: Full Time

[Airgas](#), Inc. ([NYSE: ARG](#)), through its subsidiaries, is the largest U.S. distributor of industrial, medical, and specialty gases and related hardgoods, such as welding supplies. Airgas is also the third-largest U.S. distributor of safety products, the largest U.S. producer of nitrous oxide and dry ice, the largest liquid carbon dioxide producer in the Southeast, and a leading distributor of process chemicals, refrigerants and ammonia products.

RED-D-ARC (an Airgas company) is the largest provider of welding and welding-related rental products and services in North America, with over 50,000 units in our fleet. Red-D-Arc currently offers rental welding-equipment through over 50 service centers in the United States, Canada, Mexico, the United Kingdom, Europe and the Middle East, as well as through Airgas construction Stores and dealer network that included the Caribbean, Puerto Rico, Trinidad, Kazakhstan and Australia.

Job Profile

Under the direction of the International Service Manager, and in conjunction with the operational directives set by the Vice President of Operations, the incumbent contributes to the overall profitability of the company by maintaining a high standard of efficiency and effectiveness in the service and maintenance of fleet resources.

We are looking for a Regional Service Manager who:

- Ensures a safe work environment by following Airgas/Red-D-Arc's health and safety guidelines.
- Assists International Service Manager in establishing, publishing and perform training of preventative maintenance procedures for equipment.
- Assists International Service Manager in establishing, publishing and perform training of cost effective repair and service procedures.
- Assists International Service Manager in establishing, publishing and perform training of safe and efficient shipping and receiving procedures for all equipment.
- Works with Director of Safety to perform shop-related safety training at branches.
- Works with experts in our branches to establish new "best practices" in our shops and ensure they are shared with the ISM and other RSMs so that they can be implemented companywide.
- Performs an audit of the service and repair state at each branch at least once a year.
- Performs on-boarding training for all new technicians.
- Provides advanced technical support for branches and customers.
- Coordinates specialized technical support from manufacturers.
- Ensures all service and maintenance records are kept up-to-date by the branches.
- Oversees the decision making process for the scrapping of all equipment and coordinate their disposal or use for parts.
- Works with R&D Manager on new product development.
- Participates in the startup or relocation of branches with regards to layout and tooling.
- Monitors exception reporting to find and fix service and maintenance problems within the branches.
- Complies with all SOX requirements.
- Complies with all governmental regulatory requirements.
- Implements all operational directives.

Qualifications:

- Post secondary education equivalent to a College degree in Business Administration, or Welding Engineering Technician is preferable.
- Greater than five years of experience in the welding or other related industry
- Work experience in the welding industry can be a substitute for post-secondary education.
- Equipment repair and maintenance training an asset
- Business training an asset
- Welding training an asset.

Skills

- Ability to work with a wide variety of people with different personalities and backgrounds.
- Computer skills to produce effective spreadsheets, reports, and documents as required.
- Knowledge of MS Office applications.
- Organized and able to prioritize work with varying exceptions.
- Communicates with clarity, verbally in one-on-one or group situations, and over the telephone.
- Communicates well in writing by composing clear documents.

Please apply, in confidence, via email to Employment@Red-d-Arc.com or via fax to 1-905-963-7817, referencing the position in the subject line.

Red-D-Arc would like to thank all candidates for their application; however only those selected for an interview will be contacted.