

[Technical Bulletin Supervisor Job \(paccar.com\)](#)

Technical Bulletin Supervisor Job

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Date: May 14, 2023

Location: Kirkland, WA, US, 98033

Company: PACCAR

Technical Bulletin Supervisor. Kenworth Truck Company - Renton, Washington - After Sales Service Platforms

Company Information:

PACCAR is a Fortune 500 company established in 1905. PACCAR Inc is recognized as a global leader in the commercial vehicle, financial, and customer service fields with internationally recognized brands such as Kenworth, Peterbilt, and DAF trucks. PACCAR is a global technology leader in the design, manufacture, and customer support of high-quality light-, medium-, and heavy-duty trucks under the Kenworth, Peterbilt and DAF nameplates. PACCAR also designs and manufactures advanced diesel engines, provides financial services and information technology, and distributes truck parts related to its principal business.

Whether you want to design the transportation technology of tomorrow, support the staff functions of a dynamic, international leader, or build our excellent products and services — you can develop the career you desire with PACCAR. Get started!

Kenworth Truck Company:

Kenworth Truck Company is the manufacturer of The World's Best® heavy and medium duty trucks. Kenworth is an industry leader in providing fuel-saving technology solutions that help increase fuel efficiency and reduce emissions. The company's dedication to the green fleet includes aerodynamic trucks, compressed, and liquefied natural gas trucks, and medium duty diesel-electric hybrids.

Kenworth's After Sales department has an opening for a Technical Bulletin Supervisor, a key After Sales role directly impacting Kenworth dealers and PACCAR customers. In this role, you will manage the technical bulletin team and partner with our sister division, Peterbilt, on shared content.

The successful candidate will be a data-driven self-starter who can lead the team through ambiguity in a fast-paced environment you must be able to execute against a strategy, take an idea and develop it into a broader solution, gain buy-in from stakeholders, and effectively deliver upon it.

This role is located in Renton, WA.

Key Responsibilities

- Work cross-functionally with internal and external stakeholders to execute high visibility field action strategies while maximizing customer uptime at the lowest possible cost to PACCAR
- Leverage big data and available resources to generate high value enterprise field action recommendations to PACCAR leadership

- Define vehicle field action populations and customer information utilizing internal systems, including tools such as SQL, Tableau, Microsoft Excel, and Access
- Supervise and assist technical bulletin authors in managing priorities with dynamic deadlines and gathering information across the organization, including reviewing output
- Provide status reporting

Skills / Qualifications

- Four-year college degree required, with an emphasis on Business, Marketing, Data Analytics or Engineering preferred Experience owning program strategy, end to end delivery, and communicating results to leadership
- Experience supervising, developing, motivating, and directing individual contributors
- Sound business judgment, proven ability to influence others, and strong analytical thinking skills are critical to success in this position
- Knowledge and experience with Tableau, Smartsheet, and Microsoft Office Suite
- Experience using technology and big data to drive results. Experience working with SQL a plus

Preferred Qualifications

- Understanding of Project Management and Six Sigma best practices
- Knowledge of vehicle systems/functions
- Experience with the logistics, transportation, trucking, or automotive industries

Why work for PACCAR/Kenworth?

- Global Fortune 500 Company with a wide array of growth and development opportunities
- Work alongside experienced goal-oriented colleagues recognized as experts in their fields
- Support and/or design the commercial vehicles of the future with a focus on emerging technologies such as electric and autonomous trucks

As a U.S. PACCAR employee, you have a full range of benefit options including:

- 401k with up to a 5% company match
- Fully funded pension plan that provides monthly benefits after retirement
- Comprehensive paid time off – minimum of 10 paid vacation days (additional days are provided with additional seniority/years of service), 12 paid holidays, and sick time
- Tuition reimbursement for continued education
- Medical, dental, and vision plans for you and your family
- Flexible spending accounts (FSA) and health savings account (HSA)
- Paid short-and long-term disability programs
- Life and accidental death and dismemberment insurance
- EAP services include wellness plans, estate planning, financial counseling and more

Additional Job Board Information

At PACCAR, we value talent and promote growth and development. We carefully consider numerous compensation factors including education, training, or experience. The salary range for Technical Bulletin Supervisor is \$93,000-\$145,500. This position is also eligible for a holiday gift. Additionally, this role is eligible for the full range of benefit options listed above.

PACCAR promotes equal employment opportunities by implementing policies and practices that ensure employees and applicants are not discriminated against because of their race, color, religious creed, national origin, ancestry, sex, gender, gender identity or expression, sexual orientation, age, mental or physical disability, medical condition, genetic information, military or veteran status or other legally protected status. This applies to recruitment, selection, placement, promotion, termination, rates of pay, and other conditions of employment.

Nearest Major Market: Seattle

Nearest Secondary Market: Bellevue

Job Segment: Gas, Gas Technician, Six Sigma, Manager, Database, Energy, Management, Technology