



**Job Title:** Field Services Manager

**Divisions:** Solar, +Storage, Telecom, EV Charging

**Reports to:** VP of Operations

**Department:** Operations

### **Description**

The Field Services Manager will develop the processes used to recruit, engage, and manage the field service fulfillment partners and coordinate logistics on field deployments. The Field Service Manager responsibilities will be to find qualified partners, verify credentials, onboard partners, and manage their performance using data analytics and customer feedback. Management responsibilities will be to manage the subcontractor network needed for site visits, professional services, construction, start-up and commissioning. Position will require field-based and office based work and may require travel 10-15%.

### **Responsibilities**

- Manage field service Fulfillment partners to provide optimum customer service
- Collaborate with Fulfillment partners to develop workflows for field services
- Assist in goal setting, skill enhancement and performance reviews activities for field service Fulfillment partners
- Using data and various metrics, regularly meet with Fulfillment partners and encourage systematic continuous improvement
- If necessary, investigate and resolve any issues resulting from substandard performance
- Ensure company policies and procedures are followed by the fulfillment partners.
- Provide training to fulfillment partners' employees as needed
- Provide support and guidance to field services fulfillment partners to ensure timely and quality customer fulfillment
- Develop programs and scopes to standardize the level of care from field services fulfillment partners
- Address customer inquiries, resolve issues, and obtain customer feedback proactively
- Identify and resolve field service's fulfillment partner concerns/complaints
- Maintain positive and healthy relationships with various teams to ensure customer service effectiveness
- Support service teams in achievement of service goals
- Assist in interviewing and engaging with new fulfillment partners
- Verify and ensure that the resources are properly trained, have proper licenses, insurances, and credentials to meet service requirements
- Help the field service coordinator in resource identification and planning
- Demonstrate outstanding customer service through maintenance of high quality and integrity at work environment
- Identify, research, and resolve partner issues using analytical skills and Client Relationship Management (CRM)



- Identify new fulfillment partners that can provide solutions to our Customers.
- Onboard and train fulfillment partners how to best leverage GreenLancer's solutions.
- From time to time, attend industry trade shows and conferences.
- Travel to customer projects and fulfillment partners in-person as permitted.

### **Requirements**

- Bachelor's degree preferred, but not required
- 7 to 10 years of direct service management or related experience is required
- 2+ years of routine use of Excel for analysis, and graphically communicating insights regarding data
- CRM software experience preferred
- Dynamic communicator who easily creates relationships with outside partners to effectively influence behavior
- Ability to make insightful and relevant recommendations based on findings from data analytics; capable to gain command of data regarding assigned partners and workflow
- Team player that behaves ethically, with highest degree of integrity at all times
- Very strong organizational and communication (both verbal and written) skills
- Strong computer skills; including Microsoft, Office Suite
- Ability to adapt and work in an open, fast-paced, collaborative environment
- Highly positive energy and can-do personality

### **Specialized Knowledge, Skills & Abilities**

- Excellent communication, presentation, and interpersonal skills
- The ability to be proactive and self-directed utilizing good time management, decision-making, and organization skills. Must be able to prioritize multiple tasks
- Ability to consult with, negotiate and influence others in a positive manner and in support of the overall goals and mission of the company is critical
- Must be able to manage and mentor fulfillment partners and participate in feedback
- Strong leadership skills are essential as is the ability to accomplish goals through others
- A collaborative approach to organizational management is essential
- Must have the ability to work in a fast pace entrepreneurial environment
- Ability to travel domestically and internationally (up to ~ 15% of time)
- Ability to work well with remote management and staff

### **Other Benefits**

GreenLancer offers a generous employee reward package that includes:

- Comprehensive benefits including health insurance
- Competitive base compensation & commission structure
- Paid time off
- Cell phone allowance and/or reimbursement for car mileage car allowance
- Work remote from your home office



- Provided Laptop, monitors, Telephones (VOIP), standup desk
- Flexible working schedule with proper coordination

### **About GreenLancer**

Founded in 2013, GreenLancer has helped over 150,000 homeowners and businesses go solar by connecting solar installers with specialty service providers on our web-based marketplace. Our mission is to accelerate the adoption of renewable energy by making solar installers more efficient and reducing barriers to solar expertise. In 2018, GreenLancer launched a telecom division (G-force Platform) that is accelerating the deployment of 5G and wireless communications.

We are an equal employment opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, disability status, protected veteran status or any other characteristic protected by law.