

## Field Client Delivery Manager

### POSITION SUMMARY:

The primary responsibilities are to ensure that customers enjoy their experience with the business and return as customers. This position will be responsible for establishing the deliverables for the customer based on a review and understanding of the final customer contract. Responsible for partnering with Business Development to create and implement customer service policies, objectives, and initiatives especially as it relates to technical support.

This is a position for someone with both construction knowledge and customer service skills. This position reports to the Sr. Director, Operations and Client Delivery.

### JOB RESPONSIBILITIES:

- Create customer onboarding plans and timelines
- Maintain and nurture existing customer relationships to ensure our customers are 100 percent satisfied with the level of service and support they receive from EchoStone. Keep them up to date about new or additional ways in which EchoStone can help improve their business
- Develop service level standards focused on response times and issue resolution
- Assist the Sr. Director, Operations and Client Services in creating and implementing the “Building Program” for application to each specific customer.
  - Assess how the EchoStone system can be leveraged to benefit the customer vs. conventional building.
  - Analyze construction plans, customer design specifications, build mobilization plans, construction budgets-costs, and operational mobilization plans.
- Create and oversee machine maintenance obligations
- Scheduling and workflows as it relates to Customer onboarding and training and field technical needs for maintenance and repair
- Ensure machine use is executed with quality and per the Operational Job Site Handbook
- Monitor and provide written reports to the Client regarding the ordering and logistics of EchoStone machines
- Take other measures to ensure that the agreed upon EchoStone machines under contract by Client can be delivered on time and monitor active fleet to make sure it remains in working order and adhere to all maintenance contracts.
- Supervise and mentor the Field Technicians who will interact with customers to provide training and machine/forms support to continuously optimizing their roles and function
- Ensure all customers utilize construction tracking/reporting/project management software.
- Frequently collaborate with, and troubleshoot problems with owners, architects, engineers, inspectors, building specialists, and internal professionals
- Partner with new product/service development on the performance of the EchoStone housing system, to assess needed upgrades and other new technologies to meet emerging customer needs
- On a periodic basis, review and document the performance of all personnel reporting directly to you
- In addition to the time spent in the initial negotiations for the project, prepare and communicate regular progress updates across markets
- Develop further sales by providing training to customer personnel

- Partner with Business Development to create a high performing Customer Service function and build a professional team that cooperates with each other and provides quick, helpful solutions to customers
- Ensure clients adhere to the Building Program, mobilization plan and the Operations Manual
- Assist the Sr. Director with estimating and quantity survey for proposals and contracts

**CORE COMPETENCIES TO BE SUCCESSFUL:**

- **Experience in construction** – Field Client Delivery Manager must have intimate, deep and broad knowledge about construction and concrete; must be able to handle complex and multi-faceted projects, simultaneously in different countries
- **Communication and Client Service skills** – Field Client Delivery Manager must demonstrate clear and effective written and oral communication abilities and customer service skills and be able to adjust accordingly based on the audience
- **Team building skills** - Field Client Delivery Manager must work at bringing different parties together to work effectively
- **Decision making/negotiation/problem solving skills** – Field Client Delivery Manager needs to have the tools to achieve quick and effective resolution as it relates to the customer contracts
- **Leadership Skills** – Field Client Delivery Manager must create a healthy work environment, demonstrate a determination to succeed, motivate others and lead by example
- **Strong communication and client service skills**
- **Ability to work cross-functionally** in a flexible and highly collaborative fashion

**RECOMMENDED QUALIFICATIONS:**

1. Bachelor's Degree in related field required,
2. Minimum 3 to 5 years construction experience preferred to include International experience
3. Knowledge of the construction industry; especially the sales side of the industry
4. Detailed knowledge and experience of Project Management
5. Knowledge of computers and software and how they relate specifically to the construction industry
6. Knowledge of green building and sustainability principles
7. 50%+ travel required to our customers in developing countries and to where our technology and equipment is manufactured.

*If you or someone you know is qualified and interested in this role, please forward their resume with a cover letter regarding their interest to Clare Velepec at [clare.velepec@echohousing.com](mailto:clare.velepec@echohousing.com)*