

## FIELD OPERATIONS TECHNICIAN

### **About EchoStone**

The EchoStone Housing System makes it easier for developers and contractors to design and build resource-efficient housing communities through the application of better building technologies. EchoStone empowers real estate developers to create better housing communities for all people by providing sustainable building solutions that reduce carbon, expedite construction, make affordable housing projects more profitable, and lower utility costs to owners. EchoStone challenges traditional building methods to suit the needs of community housing projects in emerging markets, enabling contractors to introduce and expand green building practices while improving productivity.

### **POSITION SUMMARY:**

The Field Operations Technician performs a critical support role in the deployment, evaluation, and compliance with construction standards of EchoStone project sites in all international markets.

The Field Operations Technician will work under the direction of EchoStone's construction management team to ensure that the local construction partner operates with full adherence to the EchoStone System, EchoStone Operations Manual, as well as conduct proper management and maintenance of equipment assets (Peri formwork, Aercrete 625 Machines, & tools).

The Field Operations Technician will serve as a customer liaison throughout the project and will evaluate site operations to maximize efficiency & productivity of all aspects of EchoStone dwelling construction, as well as advise local project managers on the acceptable levels of product quality. When the Field Operations Technician is deployed on a project site, he or she will ensure that environmental and sustainable practices are being implemented.

### **JOB RESPONSIBILITIES**

- Reports directly to EchoStone Field Client Delivery Manager.
- Collaborate with local project developers with construction testing agencies, and equipment service providers on operational tasks and projects as they arise.
- Assist in creation and implementation of building programs, ensuring adherence to mobilization plan, operations manual and milestone deliverables
- Work with EchoStone Construction and Training Team & Global consulting personnel to organize and conduct system training with local labor participants.
  - May be responsible for EchoStone Operations Manual adherence and quality control measures.
- Work with technical team to ensure machine mechanical components & upgrades are properly installed
- Maintain & nurture customer relationships through regular communication and feedback sessions with customers; address customer issues as they arrive with appropriate level of urgency
- Provide regular updates to the business on progress across key markets
- Collaborate and troubleshoot with owners, architects, engineers, inspectors, building specialists, internal professionals, etc.

- Ensure Licensee is maintaining machines properly and keeping them in good working order.
- Work with sales and technical team to ensure the highest levels of product knowledge and proficiency for local labor forces
  - May be responsible for ordering required forms, maintaining a tracking system for where the forms are located and writing work orders
- Provide technical advice on mechanical system components
- Conduct site visits to active project sites as needed to conduct and evaluate:
  - Site operational evaluations
  - Equipment inventory & inspection
  - Maintenance training & evaluation
  - Team member cohesion evaluation
  - Site sustainability evaluations
- Support Program Coordinator initiatives by providing situational information or other project details to identify risk, or to assist business development initiatives by providing market, project, and details on other unique market events.

**CORE COMPETENCIES TO BE SUCCESSFUL:**

- Knowledge and experience of volumetric concrete production
- Experience in concrete construction
- Mechanical aptitude
- Able to drive to local job sites on a frequent basis (clean driving record).
- Professional maturity- ability to engage with clients in a professional manner
- Customer service orientation- ability to interface with customers on job sites. Able to resolve customer conflicts effectively and efficiently.
- Self-starting independent thinker
- Detail oriented and well organized
- Work efficiently in an unstructured, dynamic environment
- Ability to quickly assimilate, process and document information
- Emotional capacity to manage stress and ambiguity that comes with an entrepreneurial and innovative business
- Strong follow-through skills
- Strong communications skills (both written and verbal) and ability to communicate clearly to all levels in the organization including a broad base of finance and business partners in other cultures
- Strong computer skills including good working knowledge of Microsoft Office

**RECOMMENDED QUALIFICATIONS**

- Associates degree (or apprenticeship) in engineering, construction, or technology field
- Two to four years professional work experience in respective field of study

*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 Danae Gruszczynski at [danae.gruszczynski@echohousing.com](mailto:danae.gruszczynski@echohousing.com)*