

**About H&K**

H&K International is a leading global supplier of stainless steel kitchen equipment to the food service industry with a long-established reputation for quality products, precision manufacturing and exceptional customer service. H&K delivers flexible, value-driven restaurant equipment solutions to major customers in North America, Latin America, Europe, Australia and Asia.

**Summary:** This position has the overall responsibility for all field service activities, which includes managing and directing day-to-day operations of the Market Support department as well external equipment installation teams. The manager ensures adherence to contract specifications and established policies and procedures, while leading and directing the work of others.

**Essential Functions** include the following. Other duties may be assigned.

- Support Sales Operations manager to help deliver excellent customer service through our field operations
  - Oversee and monitor financial aspects of department projects to achieve profitability objectives as related to budgets, change and billings.
  - Management of day-to-day department functions required to properly support the sales team, equipment installations, and field services.
  - Responsible for achieving goals, following up on outstanding items, and driving resolution on all issues to customer's satisfaction.
  - Responsible for developing, training and motivating a cross-functional team, both internal and external, to include supervising training needs for staff.
  - Build and maintain a nationwide service and installation network to support service requirements, and the development and certification of installation network.
  - Develop and track new policies and procedures to prevent reoccurrence of problems. Issue tracker and corrective action as needed.
  - Communicate effectively with clients to identify needs and evaluate alternative business solutions; understands how to communicate difficult/sensitive information tactfully.
  - Holds regular status meetings with project team to keep them well informed of changes within the organization.
  - Perform site visits to ensure quality of various projects: ensure conformance to client specifications and company requirements.
  - Managing analysis of field issues in order to recommend changes that will improve performance, quality control and cost effectiveness.
  - Ensure conformance to client specifications plus company requirements.
  - Execute supervisory responsibilities complying with organization's policy as well as applicable laws.
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- Resolves and/or escalates issues in a timely fashion. Track lessons learned and shares those lessons with team members. Mitigates team conflict and communication problems.

- Ability to elicit cooperation from senior management and other departments
- Strong at dealing with unexpected situations and making quick business decisions
- Assume complete responsibility for all project-related operations.
- Interface with clients and sales representatives.
- Ensure departmental metrics/performance are measured and reported on monthly via KPI's (Key Performance Indicators)

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to lead and direct the work of others, maximizing their motivation and productivity. A leader by example.
- Ability to work on and manage several projects simultaneously under strict deadlines.
- Strong verbal and written communication skills.
- Strong organizational and process management skills.
- Ability to follow through and to pay close attention to detail.
- Able to problem solve independently as well as part of a team.
- Professionalism and the ability to work well with both internal and external customers.
- This position requires travel to job-sites as needed.
- **Ability to read blueprints/drawings a plus**
- **Construction management/equipment installation a plus**

**Education, Knowledge and Experience Requirement:**

Bachelor's degree or equivalent preferred. Associate's degree (A. A.) or equivalent from two-year college or technical school required. 5+ years' experience in Engineering or Project Management experience; or equivalent combination of education and experience.