

Summary

This role is the primary contact between H+K International, McDonald's Owner/Operators and McDonald's Regional Staff within assigned territories. Complete ownership of H+K business activities within the region to include new store projects, kitchen remodels, resupply/replacement equipment, and as necessary the deployment of special projects or activities. Responsible for delivering exceptional customer service ratings, high degree of accuracy and project closure. Ultimately accountable to meeting the standards of the company's internal and external customers. Due to the nature of our business and the proximity of our customers medium to extensive travel is required.

Responsibilities

Responsible for order inception, planning, delivery, and closure of new store, rebuild and remodel projects. Working closely with a customer focused team, including an aligned Project Administrator, the Market Manager will build customer relationships within their region and establish a culture of trust, expertise and valued knowledge with customers, vendor partners and HKI team members. Using our field knowledge and recognizing opportunities for continuous improvement offer solutions & product development ideas for external customer issues. Additionally, offer solutions for and participate in continuous improvement activities for internal operations and processes. Utilizing these field relationships, restaurant operational knowledge, proprietary tools & processes and relentless follow-up will allow us to be recognized as the most valued supplier in the McDonald's system.

Key Activities/Functions

Most of the job functions listed below will be the Market Managers direct responsibilities. However, some functions will be performed at the direction of or in conjunction with or by the Project Administrator, Field Service Department, Resupply Sales Manager or Deployment Manager.

Customer Relations

- Primary point of contact and represents the "face of H & K" to the field.
- Interface between HKI and the McDonald's Operator, Director of Operations, McOpCo Field Service Manager as a valued consultant for New Store, Remodel, Special Kitchen Equipment Packages and Miscellaneous Sales Orders.
- Communicate in a timely and consistent manner internally with Engineering, Manufacturing, Logistics, Purchasing and Field Service to coordinate successful project completion.
- As necessary prepare and distribute professional correspondence with customers or vendor partners related to projects, sales contracts, or proactive marketing activities.
- Proactively visit McDonald's regional offices and the offices / locations of key Operators on a regular basis reviewing all elements of the above-mentioned HK business activities (project, remodel, replacement, Resupply, deployment).
- Working closely with other internal SME's and peers, develop training, sales, and marketing programs for key customers within assigned region.
- Gather business information necessary to forecast future sales activity or product development opportunities.
- Discuss and resolve open issues related to previous or pending sales.

- Act as primary contact and owner for accounts receivable activities working closely with internal departments to document information, resolve open issues and collect outstanding account balances.
- Within guidelines and exercising proper business judgement, make necessary decisions to resolve customer issues in a timely manner.

Sales and Order Initiation

- Using operational knowledge and proprietary tools accurately capture information necessary to create new store, remodel, and replacement orders. Gather information (equipment selection) for customer store order, and work diligently up front to minimize project / order changes. Strive for Zero Error Order.
- Communicate initial project expectations and responsibilities of all stakeholders with Operators, regional staff, and all vendor partners. Regularly update stakeholders on projects progress and changes with Process Manager and/or Licensee Customers.
- Ensure completeness of all necessary documents to ensure order accuracy and accountability.
- Ensures timely release of sales orders and contracts to meet vendor requirements, internal customer requirements and external customer requirements.
- As necessary make changes to Equipment Order, Freight, or Installation charges via documented change orders.

Project Execution

- Monitor and manage project status through the various stages from planning to final completion. Monitor timelines, key milestones, and report any known or anticipated variance.
- Communicate key information (shipping information, dates, key contacts, job site conditions) to Project Administrator.
- As necessary schedule or assist in scheduling of H & K I installations.
- Inspect or arrange for inspection of all installations and complete project closure punch list.
- As necessary assist in identifying, training and coordination of competent local installation companies that share our philosophy on customer service.
- Communicate any installation or job site issues to Installation Manager.
- Be available as a resource to answer customer questions, installers requests and help resolve problems and issues as they arise.
- Arrange shipment of necessary items to effectively complete project installation and determine / resolve reason for unplanned change.

Customer Satisfaction

- Ensure customer completely understands the expectations of H & K and the responsibility of all associated stakeholders.
- Effectively communicate internally and resolve customer issues in a relentless fashion to ensure timely project completion and exceptional customer satisfaction.
- Inform customer of 3rd party satisfaction ratings and review individual monthly MM ratings for continuous improvement opportunities and any necessary follow-up.
- Take ownership for past due account receivables and establish regular dialogue with customer and internal A/R lead to assist in timely resolution of past due accounts.

Training

- As required, participate in and lead topic appropriate training sessions with Project Administrators, Field Service and Deployment Coordinators.

Resupply

- Familiarize yourself with current RS topics and products to establish yourself as a knowledgeable and recognized RS resource within your region.
- Develop and execute a formal RS Sales Plan within assigned region to grow Resupply / replacement business to meet established targets.
- Working as a team, use RS Sales Managers as SME's to effectively execute the Regional RS Sales Plan, and as necessary to complete sales calls, establish customer specific RS programs or complete RS training sessions.
- Utilize customer relationships to introduce H & K Resupply to new customers.
- Focusing on key customers within the RS Sales Plan, complete proactive sales calls, and training sessions on current programs and HKI Online web tool.
- Effectively communicate continuous improvement opportunities (catalog improvements, inventory suggestions, fill rates, packaging, competitive information, web tool improvements, etc.) to RS Sales Managers and RS Management to improve operational performance and grow RS sales.
- Proactively solicit field-based ideas and generate RS product opportunities collaboratively with RS Sales Managers and Engineering.
- Communicate and resolve customer Resupply issues.
- As required, participate in and lead topic appropriate training sessions with RS Customer Service Reps.