

JOB DESCRIPTION

Job Title: Field Services Manager- Technology
Department: Technical
Reports To: Director of Technology
FLSA Status: Exempt

Position Summary: The Field Services Manager serves as the team supervisor for the Field Services team, ensuring Field Service responsibilities are carried out successfully and resources optimally allocated.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. **Manage Field Service Responsibilities:**

- Responsible for Field Services resource allocation and scheduling
 - Work with Project Management team to appropriately identify resources needed for all installations and service visits
 - Provide Project Management teams with resources to conduct site visits and/or construction meetings as needed throughout the project to ensure all issues and
- Works with Sales and Engineering teams with Field Services estimates
 - Works with Project Management to identify resources and project hours needed for a successful installation
- Responsible for ensuring all customer solutions are properly prepared
 - Partnering with Project Management to review sold solutions and identify all Client Requirements found through site visits, construction meetings and review of solution designs
- Responsible for the management and up-keep of all iSpace Field Assets, inventory of tools and test gear, vehicle maintenance and vehicle supplies.
- Responsible in conjunction with the project managers for all aspects of Field Service project performance, including accountability for job-site standards, project completion standards, conduct, environment cleanliness, organized rack installations, team training, etc.
- Manages install relationship with Sub-contractor resources (locally and nationwide)
- Monitor and improve customer response and resolution time.
- Work with Supervisor to understand cost drivers and best practices that will drive improvements in profitability and throughput
- Work with Supervisor to create and maintain a Field Services Department plan, including development of departmental goals, areas for growth, budget for training, tools and resources.
- Develop and improve department processes, internal processes and relationships
 - Collaborate with Supervisor and internal teams to reduce and eliminate bottlenecks
 - Partner with Sales and Project Management to develop an atmosphere of trust and mutual respect
 - Identify and build a sub-contractor network with companies that hold the same or values as iSpace that we can partner locally and across the nation
- Regularly provide installation support as needed to field team
- Maintain proper company licensing with the State of MN

2. **Functional leadership – Supervise and Mentor Field Services**

- Establish clear department roles, processes and measurements of success that are clearly communicated and understood by department staff and iSpace as a whole
- Collaborate with other departments to ensure successful delivery of client expectations
- Provide overall management, planning and guidance to all Field Service Department activities, ensuring timely and accurate execution of responsibilities
- Collaborate with Project Management to deliver on projects, timelines, and budgets to internal and external client expectations
- Manage and develop Field Service Team members to ensure they:
 - effectively represent iSpace value proposition and follow defined processes
 - appropriately and accurately report their time and expenses
 - maintain and pursue necessary certifications to keep team competitive with the industry
 - work effectively with internal teams
- Create, refine and improve departmental and organizational processes that will better serve the client and improve business results
- Communicate company information and opportunities to staff members
- Ensure timely and complete deliverables internally and externally

3. **People Leadership – Supervise and Mentor Direct Reports**

- Collaborate with Supervisor to recruit, select, retain and develop employees that positively contribute to iSpace business, culture and values
- Regularly provide candid and respectful performance feedback to employees. Address under-performance in a constructive and timely manner
- Conduct formal reviews (written and verbal) on an annual basis. Conduct performance evaluations for new employees.
- Partner with employees to identify training and development needs, create growth opportunities and ensure progress toward Individual Development Plan Goals
- Ensure self and staff demonstrate iSpace core values in every interaction
- Conduct regular meetings (team and one-on-one's) to ensure continual communication with staff regarding business opportunities, challenges and company activities

4. **Hold Self and Others Accountable to Serve as a Steward of iSpace Core Values and Brand**

- We are **EXPERTS**: We provide well thought out solutions to support our client's business needs.
- We are **RESOURCEFUL**: We will find ways to get it done and make it look easy.
- We **VALUE** all **PARTNERSHIPS**: Our partners are not viewed as transactions, but friends. We support each other and celebrate in each other's successes.
- We believe in **TEAMWORK**: All of us together are better than each of us alone.
- We have **FUN**: Having fun is part of our work experience. We bring our culture to life by enjoying ourselves and each other

5. **Other duties as needed to meet business needs**



Competencies: To perform the job successfully, an individual should demonstrate the following.

Change Management – Builds commitment and overcomes resistance. Communicates change effectively. Develops workable implementation plans. Monitors transition and evaluates results. Prepares and supports those affected by change.

Cost Consciousness - Conserves organizational resources. Contributes to profits and revenue. Develops and implements cost saving measures. Works within approved budget.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Managing People – Develops subordinates' skills and encourages growth. Includes subordinates in planning. Make oneself available to subordinates. Provides direction and gains compliance. Provides regular performance feedback. Takes responsibility for subordinates' activities.

Planning and Organization - Integrates changes smoothly. Plans for additional resources. Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.

Quality Management – Fosters quality focus in others. Improves processes, products and services. Measures key outcomes. Sets clear quality requirements. Solicits and applies customer feedback.

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.

Education/Experience:

Bachelor's degree from four-year college or university in engineering or closely related discipline plus a minimum of 8+ years industry experience, or 8+ years of demonstrated success supervising and leading field teams in the A/V, construction or related fields; Or equivalent combination of education and experience.

Computer Skills:

Proficient in Microsoft Office including Word, Excel and PowerPoint. Additional ERP/CRM systems as intended or implemented.

Other Skills and Requirements:

- Strong resource management and delegation skills
- Comfortable having difficult conversations and skilled with conflict resolution
- Influential with the ability to implement change
- Flexible, adaptable, and open to others' ideas
- Strong critical thinking/problem solving skills
- Results-oriented
- Desire and ability to hold self and others accountable for operating according to iSpace core values in every interaction: striving to be the best, genuine, an authority, a visionary, tenacious and always be positive
- Strong troubleshooting and decision-making skills
- Ability to conduct a thorough site visit
- Ability to document a high level of detail
- High-level understanding of resource management and scheduling



- Technical knowledge in audio/video industry
- Willingness and ability to work beyond 40 hours per week during peak periods to ensure client needs are met. Ability and willingness to travel as well as work evenings or weekends is required.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level is usually moderate.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk and stoop. The employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include Close vision, Distance vision, Depth perception and Ability to adjust focus.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

ACKNOWLEDGED: Employee Signature

Date

PRINT: Employee Name

ACKNOWLEDGED: Supervisor/Manager Signature

Date

iSPACE environments is an Equal Opportunity Employer and will not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, familial status, membership or activity in a local human rights commission, status with regard to public assistance, or any other basis under law.