

Employment Opportunity with Klearwall – Service and Install Manager

Klearwall triple pane windows and doors are engineered with European innovation and constructed using the highest quality materials. Triple glazing of windows and doors is increasing in importance as the USA becomes more energy conscious in its approach to construction. Passive House components are an important development in this process due to their low energy features. An important aspect of Passive Houses are Passive House windows and Passive House doors. All Klearwall Passive House windows are certified by the Passive House Institute, Germany, and are suitable for all types of Passive House and non-Passive House buildings.

Package

- Company vehicle, Laptop, Phone

DESCRIPTION

The ideal candidate for this position will be a hands on service and installation technician, who is motivated and capable of rapidly moving into a management role, managing other installation and service technicians, developing business in our service and installation segment, setting goals and developing budgets for the service and installation segment, and managing costs while motivating his or her direct reports. The role creates an excellent opportunity for candidates with the right potential to develop their future career prospects, in a diverse and challenging environment as well as a good salary. While the role is primarily focused within the NY and CT markets, travel outside of these areas will be required on a regular basis.

The Role:

- Achieve, and where possible exceed, the Company's service and after-sales revenue and contribution target
- Manage quality of incoming deliveries
- Work with senior management to develop a system where install can be offered to customers
- Maintain a high personal profile with major customers and assume a leading role in all development and negotiation activity relating to service
- Ensure that clear lines of communication exist between the service division and all other departments within the Company
- Ensure we understand and deliver against our obligations to our customers and maximise on all commercial and customer relationship development opportunities
- Appraise customer activity and marketplace developments on an ongoing basis
- Maintain a working knowledge of current product range/developments and ensure that they are used to deliver maximum service to our customers and a commercial return to the business
- Carry out service adjustments on site to products and assist in management of clients' installations

The ideal candidate should have:

- Experience regarding service function in the Window and Door industry or similar field service engineer-based operation
- Ability to deal with a fast paced service department with multiple projects and customer queries on an ad hoc basis
- Excellent construction knowledge
- Strong customer relations in terms of fielding customer queries and dispute resolution
- Budgeting, forecasting and cost control
- Direct customer involvement

This role will require 2 months of training in Ireland and an ongoing training program on your return to the USA. Please send your resume and a cover letter describing your qualifications and the reasons you are the ideal candidate for this position to resumes@klearwall.com