

## **JOB POSTING**

<b>Job Title:</b> Service Manager - HTS	<b>Job Level:</b> Managerial IV <b>Status:</b> Salary Exempt
<b>Reports To:</b> Vice President of Mobile Pipeline	<b>Department:</b> Hexagon Technical Service
<b>Location:</b> Lincoln, NE	<b>Post Date:</b> February 2019

### **Job Summary:**

This position will oversee all aspects of Hexagon Services: Including commissioning of new equipment, warranty and paid service, part sales, and requalification testing of in-service equipment. This individual should possess an entrepreneurial and business development mindset to provide exceptional customer service while driving growth and profitability. Specific deliverables to include: developing a functional business plan, driving growth in paid service functions for new and existing products, managing requalification testing of permitted composite cylinder and related equipment, providing warranty service, and working closely with a product development team to drive quality and reliability. This role will have responsibility for customer satisfaction, regulatory compliance, staffing, training and financial budgeting and reporting.

### **Duties and Responsibilities:**

- Develop a sustainable long-term strategy for the growth of the HTS Business Unit to include: generating business plans for new products and services applying probability and statistical risk analysis.
- Responsible for P&L of Service Department and related businesses.
- Recognize and seek new opportunities to expand the HTS Group with new products and services.
- Develop a strong process and criteria for evaluating warranty claims.
- Oversee the scheduling and coordination for all aspects of service work.
- Maintain direct communication with customers on all technical and high priority issues.
- Oversee government mandated tank requalification testing, scheduling and planning for business compliance.
- Manage customer warranty claims; focusing on minimizing cost and down time.
- Assess and analyze risk exposure, both technical and financial for warranty claims and related quality issues.
- Oversee service related activities with other business units both domestically and internationally.
- Manage all corrective action activities: problem identification, solutions and implementation.
- Coordinate special projects in conjunction with HTS activities, sales, and/ or product development.
- Support the product development team; provide field knowledge and technical assistance.
- Keep apprised on current events; best practices, and latest industry and market knowledge.
- Work in partnership with other internal customers and business units when necessary.
- Support product development with voice of the customer and field experience.
- Train and mentor service team to promote professional and personal growth.

### **Supervisor Responsibilities:**

- Field Service Technicians in the United States and Germany.
- Oversee sub-contractors performing service work at off-site locations.

### **Education, Certifications & Qualifications:**

- Bachelor's Degree in Business, Engineering or similar discipline.
- 3-5 years of prior Managerial/Supervisory experience required.
- More than 5 years of hands on Technical/Troubleshooting experience.
- Working knowledge of high-pressure equipment, hazards and protocols preferred.

### **Knowledge, Skills and Abilities:**

- Ability to gain a strong understanding of product offerings to include: mobile pipeline, hydrogen, light, medium, and heavy-duty products.
- Ability to conduct cost/risk analysis for projects.
- Ability to provide verbal direction regarding product repair to field technicians and customers.
- Must be able to perform repairs when necessary.
- Experience expanding service network with respect to geographic footprint and capabilities
- Strong presentation skills to train on product-use, maintenance, and inspection.
- Strong ability to interact with government agencies regarding standards, development and interpretation of rules as it relates to company products.
- Solid problem-solving skills and a desire to create solutions.
- Must have demonstrated effective interpersonal, oral and written communication skills with the ability to professionally interact with internal and external customers.
- Ability to respond to common inquiries or complaints from customers and regulatory agencies.
- Ability to write correspondence that conforms to prescribed style and format.
- Prior experience working under tight deadlines with shifting priorities.
- Must have the ability to work in sensitive and confidential situations.
- Ability to define problems, collect data, establish facts, and draw valid conclusions; ability to deal with abstract and concrete variables.
- Demonstrate understanding of basic math principles and procedures, ability to work with mathematical concepts such as probability and statistical inference.
- Demonstrate understanding of product operation in various environments and conditions.
- Must have above average MS Office skills, manufacturing ERP, and CRM experience.
- Ability to collect and analyze data to drive service strategy and activities

### **Physical Demand & Work Environment:**

- 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 moderately required to sit for long periods of time at a computer and use hands to finger, handle, or feel. The employee is frequently required to stand, walk, reach with hands and arms; stoop, kneel or crouch; talk and hear. The employee must occasionally lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.
- Must be able to travel domestically and internationally up to 20%. This position works in the plant and outdoors in the field, therefore subject to all weather conditions sometimes to include extreme cold and heat. The work described while working in the field will require wearing all PPE depending on circumstance which may include: safety glasses, hard hat, ear protection, leather gloves, safety vest, safety harness & steel toed boots.

### **Apply**

#### Internal Applicants:

Complete an internal application and submit it to Human Resources

#### External Applicants:

Email your resume to: [applymp@hexagonlincoln.com](mailto:applymp@hexagonlincoln.com) OR mail your resume to:  
Hexagon USA Holdings, LLC  
Attn: Manager, Talent Acquisition  
5150 NW 40th Street  
Lincoln, NE 68524