



SOLDIER FOR LIFE TRANSITION ASSISTANCE PROGRAM JOB LEAD

DATE OPEN: 7/18/2016

DATE CLOSE: Unknown

Job title: Field Services Manager

Location: Seattle, WA

Company: OpenSquare

SALARY: \$70,000

SKILLS/DUTIES: Here are some **key responsibilities** in this role:

1. Delivers “best in class” installation services through high performing installation teams.
 - Direct leadership for all field crews (including subcontract installation employees).
 - Oversees installation plans, resource allocations, work processes and budgets to ensure all installations are completed to expectations.
 - Ensures completion of projects including the accurate and timely close out of all project administrative processes.
 - Develops and implements best practices across all installation teams.
 - Drives continuous improvement to lead our teams to even better performance levels.
2. Drives extraordinary customer experience through field installation services
 - Interacts directly with clients to understand requirements and ensure customer satisfaction
 - Embeds the voice of the customer in best practices, continuous improvements, metrics and training.
 - Trains and mentors installation teams on customer interaction skills.
3. Builds effective talent leadership practices including
 - Hiring the best talent at each level for each role
 - Structured mentor-based training at all levels
 - Rapid career development plans driving growth and learning
 - Effective goal setting, feedback and learning for all team members through quality “performance huddle” conversations
4. Collaborates across OpenSquare to deliver results
 - Works closely with operations staff in project management and scheduling to ensure effective project delivery
 - Collaborates across the organization with sales, design, coordination and others key players in our sales to fulfillment process
 - Surfaces critical problems and works collaboratively to find solutions

Key capabilities:

- **Know how to build stuff.** Although you don't need to know furniture, you do need to have experience building complex projects from installation or construction drawings (or equivalent instructions).
- **Know how to lead people to build stuff.** We're looking for a strong mentor, motivator and developer of talent. You need to know how to win "hearts & minds" in addition to directing "arms and legs" carrying out assignments.
- **Know how to lead projects.** We build complex workplace projects. You need to understand how to plan, resource and execute projects; manage scope and respond to challenges. Ultimately we must deliver to our clients what we promised!
- **Know how to inspire teamwork.** Everything we do is done in teams. How well we work together is critical to our success. And, when things go wrong—we need to respond as a team to solve the problem (not blame).
- **Know how to have fun!** We build cool workplaces. Our crews make the difference in our clients' satisfaction. We need for our teams to enjoy their work and celebrate their wins.

Requirements:

- Education: high school diploma required. Some college education preferred.
- Experience: 5-8 years of leadership experience in a similar environment (leading people to build things). Commercial office furniture, construction, or facilities management experience are preferred, but not required.

How to apply: OpenSquare is proud to be an equal opportunity employer. To be considered for this position, please send resume to John Engstrom , Vice President, Talent Acquisition at john.engstrom@fairwindsveteranrecruiting.com.