

JOB DESCRIPTION

Job Title: Project Manager - Lifecycle Services

Department: Lifecycle Services

Reports To: Various

FLSA Status: Non-Exempt

Date Issued: April 2022

SUMMARY:

Coordinates successful execution of all Lifecycle services at their assigned location. Supports customer service function by managing appropriate coverage of staff to ensure customer needs are met. Delivers potential and existing customers with exceptional Lifecycle services. Supports internal management of services delivery is executed smoothly through effective cross-functional teamwork with Lifecycle and Newterra employees across all locations. Works effectively to build relationships with clients and win the “customer for life”.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Coordinate efforts, and provide direction as necessary, to team members to ensure all customer inquiries and issues are handle within the company’s standards and expectations.
2. Coordinates successful execution of lifecycle service offerings, including: rental, “as a service” solutions, digital services, field and technical services, and customer service (including parts sales and warranty administration.)
3. Maintain a positive, empathetic, and professional attitude toward customers at all times.
4. Manage and maintain critical relationships with customers.
5. Demonstrate proficiency in discussing technical aspects of how products work with clients, partners, and others.
6. Work with internal parties (sales, finance, LifeCycle and business leadership) to understand business performance, including financial and operational reporting of the location lifecycle business and support planning for growth of the lifecycle business.
7. Accurately record customer interactions in the CRM.
8. Pro-actively reach-out to customers and partners to ensure satisfaction, promote products, capabilities, and services, and seek out sales opportunities.
9. Support incoming customer inquiries, qualify leads, and perform initial discovery in support of Sales.
10. Actively work with Engineering to create solutions in support of clients who are experiencing technical difficulties.

OTHER DUTIES AND RESPONSIBILITIES:

The information listed above is not comprehensive of all duties/responsibilities performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position. This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.

- Responsible for performing duties in a safe manner and promoting safety to others in accordance with Newterra's safety policies and procedures. This includes reporting all safety concerns, near-misses and incidents to their Manager.
- Actively participate in teams and work cross-functionally to promote a positive, results-oriented, and high-performing environment.
- Upon project award, collect and organize all information related to the project including proposal files, order entry information, and e-mails including reading, understanding, and managing customer specifications, contracts, and commercial terms and conditions.
- Provide a single point of contact for clients after receipt of project orders.
- Adhere to the company processes as detailed in Newterra's Business Management System (BMS) and bring forward ideas for continuous improvement.
- Complete all responsibilities while ensuring adherence to Newterra's Delegation of Authority.

MINIMUM QUALIFICATIONS:

- College graduate or equivalent experience. Engineering experience is preferred.
- Associate degree preferred.
- Minimum 5 year of experience in customer service, sales, operations, or related.
- Preferred experience in CRM and ERP or similar data management systems.
- Competent in Microsoft Office to include Word, Excel, PowerPoint and Outlook.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Exceptional leadership skills.
- Self-starter with solid customer service and technical understanding skills.
- Project Management skillsets
- Ability to work collaboratively with others to achieve a common goal.
- Strongly oriented around creating a positive customer experience.
- Exceptional communicator with ability to listen, learn, discern and act.
- Ability to remain effective with multiple tasks and priorities.
- Self-motivated with a positive attitude.
- Ability to work independently.
- Good written and oral communication skills.
- Excellent problem-solving skills.

PHYSICAL DEMANDS:

Prolonged periods sitting at a desk and working on a computer. Complex thinking and analysis required. Must be able to lift up to 15 pounds at times.

WORK ENVIRONMENT

Generally, works in an office environment. However, may be required to visit production sites and exposed to outdoor elements. The noise level in the work environment is usually moderate.

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