



Title **Australia & New Zealand Customer Support Manager**

Reports to **Director of Operations**

Job Description

Array Technologies, Inc. (ATI) is the global leader in solar tracking and experiencing explosive growth built on our best-in-class technology and dynamic team. ATI is seeking highly skilled, self-motivated people who want to accelerate the world's adoption of clean and economical energy. If you meet these criteria please consider the company that has been leading the solar energy revolution for 27 years.

The Australia & New Zealand Customer Support Manager will provide field services and project management support for Australia and New Zealand based projects and customers of Array Technologies. The Customer Support Manager will plan, execute, and finalize customer solar power plant projects according to strict deadlines and while maintaining adherence to contract terms. Additionally, this position will work with the engineering, supply chain, production, and quality control teams to ensure customers receive their products in an expedient and professional fashion. The Customer Support Manager will perform system test activities in field environments. The position will generally have contacts with customer construction management, engineers, field labor supervisors, and sub-contractors as required. The successful candidate will handle face-to-face technical and other inquiries from customers. This is a highly visible and influential position within the company. This position is full-time and exempt. Pay is DOE

Duties and Responsibilities

- Develop and execute project management plans in accordance with contract specifications and attending to all associated parties including company departments such as, sales, engineering, logistics, supply chain, quality control, cost control, shipping, and commissioning.
 - Assure ATI is in contractual compliance regarding representation on customer sites and support customers through receipt of product, training, construction and commissioning steps.
 - Identify, analyze, monitor, and control project risks and report to management.
 - Effectively and efficiently communicate with management and members of all teams involved in project, including shipping, logistics, bookkeeping, and others.
 - Assure contracts, purchase orders, sales orders, and invoices are in agreement and projects develop accordingly.
 - Assure customers are building to ATI specifications and formally advising customer of deviations observed from ATI install guide.
 - Communicate with customers by email, letter, face to face, and telephone.
 - Investigate and solve customers' problems passed via customer contact.
 - Maintain accurate and timely reports on the status of work conducted on job sites.
 - Maintain accurate and timely records of correspondence and discussions with the customers.
 - Assist in developing customer service standards, policies, and procedures for the company.
 - Analyze customer needs and recommend appropriate solutions to customers and company.
 - Ensure tools and equipment are operating properly and are properly accounted for.
 - Perform operational and systems tests.
 - Identify and document technical problems and assist in practical solutions to resolve these problems.
 - Maintain excellent working relationships with customers.
 - Travel to sites, about 80%.
-

Required Knowledge, Skills, and Abilities

- Ability to maintain politeness, confidence, tact, patience, and diplomacy while dealing with customer problems.
 - Effective communication required.
 - Strong experience in Project management, Bills of Materials, routing, work instructions, and construction management systems.
-

- Experience in heavy equipment, construction, automotive, agricultural, or similar industry a plus.
- Must be very knowledgeable and have a track record of success in leading project initiatives and systems' implementation.
- Experience with ERP systems.
- Experience as a Project Manager on multi-million dollar projects a plus.
- Computer skills, including Excel, Word, MS Project.
- Must be able to successfully pass a pre-employment drug test and background check.

Education and Experience

- 7-10 years construction management or manufacturing and 3+ years of project management experience
 - Bachelor's degree
 - PMP certification a plus
-