



Intellihot

Field Service Contractor Network Manager – Job Description

Job Summary

Reporting to the Customer Experience Manager, this role is responsible for recruiting and managing the overall performance of a large, national network of independent technical service contractors. These contractors will provide service and support to end-users of Intellihot products.

Essential Functions

- Manages the Service Experience and Claims Cost of a large number of Service Requests.
- Develops financial forecasts, balances department programs and resources for territories and teams, including strategies and tactics to ensure execution of territory goals and objectives.
Interacts with Strategic Account Managers and Regional Sales Managers in support of contractor performance and customer satisfaction
- Informs company of news, forecasts and strategies related to contractor capacity and performance
- Coordinates and/or delivers technical product training for network of technical service contractors
- Maintains solid relationships with contractor network and keeps them informed of changes in Company policies and procedures
- Interfaces with cross functional departments in support of claim management and service delivery
- Reports competitive information and industry trade information
- Leads the development of contractor specific tools and scorecards to monitor and identify cost saving opportunities as they relate to quality, timeliness, and cost of service
- Responsible for budgeting and monitoring Company spending relative to service activities, including negotiating contracts with vendors (contractors). Manages contractor spend related to all components of claim cost
- Manages a small team of in-house product support technicians/trainers. Provides direct and indirect supervision of this team.
- Assure all customer interactions by the contractors are captured in the company CRM system

Requirements

- Bachelor's degree or equivalent combination of education and experience
- At least 5 years of directly related experience developing and managing technical service contractor network on national level
- A minimum of 3 years demonstrated experience in a management role
- Demonstrated success establishing, leading and maintaining effective working relationships at a wide range of management levels.

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- Effective written and verbal communication skills to influence contractors, cross functional departments and immediate team members.
- Project management skills. Successful track record designing, developing, and executing complex projects in area of functional expertise
- Strong capacity to communicate the function's vision and the department's direction and set aligned goals. Provides resources and creates systems to measure results. Familiar with competitor, financial and industry dynamics.
- Actively recruits, retains, and develops talent and holds contractors accountable for results.
- Strong customer service skills. Drives and models customer loyalty, manages customer expectations, solicits customer feedback and ensures commitments are met.
- Extensive travel (50%)

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