

DIRECTOR OF SOLUTIONS MANAGEMENT

The Director of Solutions Management will be responsible for delivering technology-leveraged services to REMPRES customers. Utilizing business units within the Solutions Management department, as well as other REMPRES operating divisions, this role combines multiple REMPRES technologies and services to create customized operating solutions that improve throughput and visibility for the transportation industry.

The Director of Solutions Management reports to the Vice President of Client Solutions.

Responsibilities

The scope of the Director of Solutions Management role includes the following responsibilities:

- Manage the performance of REMPRES technology leveraged solutions by leading several business units responsible for delivering services.
- Develop and execute department structure required for achieving operational needs.
- Develop and maintain annual operating budgets for business units within the Solutions Management department.
- Develop, maintain, and manage relationships with leaders of North American transportation companies.
- Manage key technology vendors through setting performance objectives, establishing effective business processes, and providing clear feedback on performance and client satisfaction.
- Participate in organization-wide leadership activities, including strategic planning and organizational development.
- Provide industry feedback on solution performance to the solution development team to drive R&D efforts and product improvements.
- Lead post-execution evaluations of projects and services to continuously improve service quality.
- Establish and implement remediation plans for underperforming solutions or services
- Communicate and present client satisfaction and service quality to company executives utilizing data and BI practices
- Build and manage department staff through recruiting, training, executing Employee Performance Reviews and establishing team succession planning.
- Establish clearly defined goals, objectives, responsibilities, competencies, and development plans for each member of the team



Requirements

The Director of Solutions Management position requires the following:

- Bachelor's Degree in a related field and at least 10 years of experience working with managing technology leveraged services
- Deep understanding of best practices for persuasive presentation structures and the ability to communicate complex concepts clearly and persuasively
- Previous implementation and project management experience
- Strong organization, analytical, and problem solving skills
- Proven ability to manage multiple resources across multiple locations who are working on complex projects and tasks simultaneously.
- Strong collaborative, negotiating, influencing, leadership and decision-making skills.
- Ability to develop effective work teams, and direct and motivate staff to successful outcomes
- Proficiency in Microsoft® Office Suite, including specific knowledge of Project®, PowerPoint®, Word® and Excel®.
- Valid Driver's License with clean driving record.
- Ability to pass and maintain certifications or proficiencies in the following areas:
 - eRAILSAFE Certification
 - REMPREX and Client Safety Rules and Regulations
- Ability to work in an outdoor environment subject to traffic, dust, weather, and other elements.
- This role is a full-time position and must be willing to travel up to 60%.

Physical

To perform the essential functions of this job, an employee must meet the physical demands in this job description. Reasonable accommodations can be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stoop, kneel, crouch, talk, and hear. The employee is frequently required to stand, walk, sit, use hands to finger, handle, feel, and reach. The employee must have the ability to lift up to 40 pounds. Specific vision abilities required by this job include the ability to adjust focus.

Hours

This role is a full-time position.

Work Environment

The Director of Solutions Management typically works in an office environment, working closely and communicating with others. The Director of Solutions Management will be given internet access with the ability to use a Virtual Private Network (VPN) to access the corporate network.

The Director of Solutions Management must possess company-issued Personal Protection Equipment (PPE) and applicable licenses, as well as follow on-site safety guidelines.

Selection Guidelines

This position requires a formal application, rating of education and experience, oral interview, and reference check. Additionally, it may require job related tests. The duties listed in this job description are only examples of the various types of work that the Director of Solutions Management might be required to perform. The omission of a statement of duties does not exclude it from the position if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee, and is subject to change as the needs of the employer and job change.

To apply, please visit our careers page at www.remprex.com .



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