



**ONE SOURCE INDUSTRIES
JOB DESCRIPTION**

Job Title: Vice President, Customer Support
Department: Management
Reports To: COO
Prepared By: Human Resources
Prepared Date: January 2019

SUMMARY:

Under limited supervision plans, coordinates and manages all facets of the execution of customer care functions including Design, Engineering, Project Management, Estimating and Customer Service. The departmental leads report directly to the VP of Customer Support whom is a member of the senior management team. Strong ability to work with remote facilities and personnel is required to ensure resources are properly utilized across the company's national footprint. This position needs excellent organizational and people management skills as well as an understanding of marketing and creative ideation processes. Responsible for executing on support functions with profitable levels of staffing and in such a way that guarantees the company's ability to continue to aggressively grow top and bottom line results.

RESPONSIBILITIES:

1. Implements strategies, plans and procedures for assigned departments
2. Establishes, manages and motivates to deliver on goals for all customer care functions
3. Assists executive team with finding, closing and implementing successful and accretive acquisitions
4. Evaluates departmental performance by creating meaningful scorecards and analyzing and interpreting data for use in effective decision making
5. Ensures best of class creative ideas, both internally and externally, are developed and introduced to the market
6. Ensures training for customer support functions is impactful and consistent throughout the organization
7. Prepares and submits annual budgets for all assigned functions, manages effectively within these budgets including use of external design and engineering resources.
8. Leads employees to encourage maximum performance and dedication
9. Acts as an active participant on the executive leadership team

10. Creates and manages a culture of shared resources across company facilities to maximize resource utilization and speed execution. Works with regional leaders to accomplish smooth sharing of resources.
11. Manages relationships with customers/partners/vendors as needed to fulfill company growth goals
12. Performs miscellaneous job-related duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE:

- BS/BA in Business Administration or relevant field; MS/MBA is a plus
- Proven experience as executive level leader or other relevant roles
- Understanding of distributor business model, primarily in a customized product environment with experience in displays, packaging or printing a plus
- Demonstrable competency in leading teams and data driven decision making
- Experience with M&A will be a plus
- Keen ability to multi-task and hire/manage team leaders with similar capabilities

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Analytic and decisive decision maker with the ability to prioritize and communicate to staff key objectives and tactics to achieve goals.
- Approach situations from a creative point of view, innovative thinker.
- Working knowledge of data analysis and performance/operation metrics.
- Strong work ethic and ability to successfully manage high intensity environments.
- Excellence in organizational management with the ability to lead, coach, develop and retain high-performance team leaders.
- Must have excellent communication and management skills. Outstanding analytical and presentation skills so ideas are communicated throughout the organization.
- Strong written and verbal communication skills.
- Action-oriented, entrepreneurial, flexible and innovative approach to operational management.
- Passionate, positive attitude, mission-driven and works with the highest integrity.

WORKING CONDITIONS:

Work is normally performed in a typical interior/office work environment. . However, some travel, both locally and overnight will be required.

PHYSICAL EFFORT:

Limited physical effort required, ≤ 40 lbs

ENVIRONMENTAL CONDITIONS:

No or very limited exposure to physical risk, typical office work environment.

This job description does not promise or imply that the functions listed are the only duties to be performed or that the position may not change or be eliminated. Employees are always expected to follow their supervisors' instructions and to perform the tasks requested by their supervisor.

All employment with One Source Industries, LLC is for an unspecified term and is "at-will". You may resign or be transferred, reassigned, suspended, or demoted at any time, with or without reason, and with or without advance notice. Furthermore, your employment may be terminated at any time, for any reason, with or without cause, and with or without notice.

Although other terms or conditions of employment may change, this at-will employment relationship as defined above will remain in effect throughout your employment with One Source Industries, LLC. This at-will nature of your employment relationship cannot be changed, waived or modified except by a written employment agreement signed by the employee and the President of OSI.

Approvals:

COO, One Source Industries, LLC

Date

Vice President, Customer Support

Date