



Director of Central Services

Job Scope

The Director of Central Services will be pivotal in steering the company's success through exemplary strategic leadership, effective management, and innovative vision. This vital position entails overseeing all facets of sales, operations, and service delivery related to the Central Services division. The Director will be responsible for crafting and executing strategies that align with the company's goals, ensuring optimal division performance, and pinpointing opportunities for growth and expansion.

In this role, the Director will lead and mentor a team of professionals, providing the guidance and support necessary to achieve outstanding results. They will establish and nurture client relationships, ensuring satisfaction and retention while actively pursuing new business opportunities. The Director will be accountable for the division's financial performance, ensuring that targets are met or exceeded.

Responsibilities

- Implement the sales structure effectively.
 - Collaborate with the Vice President to enhance sales operations performance and ensure adequate support to meet customer needs.
 - Ensure operations are sufficiently staffed to execute projects with excellence.
 - Oversee daily divisional business operations for distribution and services.
 - Accountable for the overall growth and profitability of the Central Services division.
 - Engage with sales teams and develop relationships with significant clients.
 - Attend networking events and trade shows.
 - Achieve sales targets through individual recognition, performance reviews, people management, and rewards.
 - Assess branches' ability to meet gross profit and annual forecasts by analyzing trends and results and implementing marketing strategies.
 - Develop sales action plans to facilitate the implementation of the sales strategy.
 - Maintain technical and professional knowledge by reviewing publications, participating in professional societies, and establishing personal networks.
 - Establish sales objectives by projecting expected sales volume, forecasting, and developing sales budgets.
 - Develop and implement new programs, sales initiatives, and strategies to capture key demographics.
 - Organize training for all new staff.
 - Conduct weekly meetings with sales and operations leaders
 - Take ownership of customer issues and drive resolution.
 - Communicate and comprehend positions and interests, manage conflict, develop alternatives,

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and compromise appropriately.

Ensure compliance with CRM systems.

Refine and enforce high standards for customer service.

Regularly evaluate operating procedures and create best practices.

Set challenging and realistic goals for growth, performance, and profitability.

Requirements

- Ideally 2+ years of experience in Sales and/or Services; experience in electrical services is a major plus.
Ideally 2+ years in a leadership role, including P&L management.
Analytical with strong attention to detail.
Demonstrated skills for achieving or surpassing results against standards of excellence.
Passion for improving the delivery of solutions with a commitment to continuous improvement.
Proven ability to cultivate long-term, sustainable, value-based customer relationships that elevate revenue and cost savings opportunities.
Demonstrated ability to negotiate by collaborating with others to arrive at conclusions using compromise, persuasion, influence, and rationale, both internally and externally.
Proven ability to develop and leverage partnerships to drive the strategic plan.
Consistently demonstrates alignment with organizational strategy to advance opportunities.
Strong organizational skills.
Strong computer skills and the ability to learn and adopt new technologies.
Ability to assess and develop talent pipelines.
High personal integrity and the ability to instill the same in others.
Positive and upbeat in a team environment.
Organized and efficient time management.
Continuously seek ways to improve oneself and the company.

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