



Director of Facility Services

Job Scope

The Director of Facility Services will be a key player in driving the company's success by providing top-notch strategic leadership, effective management, and a forward-thinking vision. This critical role involves overseeing all aspects of sales and operations related to the Facility Services division within FSG. The Director will be responsible for developing and executing strategies that align with the company's objectives, ensuring the division's optimal performance, and identifying opportunities for growth and expansion. In this capacity, the Director will lead and manage a team of professionals, providing guidance and support to achieve exceptional outcomes. They will establish and maintain relationships with clients, ensuring their satisfaction and retention while also pursuing new business opportunities. The Director will be accountable for the division's financial performance, ensuring that it meets or exceeds the set targets.

Responsibilities

- Successful implementation of FSG Sales Structure.
Work with the Vice President to maximize sales operations performance and ensure proper levels of support to meet customer needs.
Assure that operations are adequately staffed to implement awarded projects with excellence.
Manage day-to-day divisional business operations for distribution and services.
Accountable for the overall growth and profitability of the Distribution and Services Business.
Attend meetings with sales teams and develop relationships with the largest FSG customers in the market.
Attend networking events and trade shows.
Ensure the delivery of sales targets through individual recognition, performance reviews, people management, and rewards.
Determine the 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.
Weekly meetings with sales and operations leaders.
Take ownership of customer issues and drive resolution.
Ability to communicate and comprehend positions and interests, manage conflict, develop alternatives, and compromise appropriately.



Assuring compliance in FSG CRM "Engage."
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; Electrical a major plus
Ideally 2+ years in a leadership level capacity, including P&L management.
Analytical and with strong attention to detail.
Demonstrated skills for achieving or surpassing results against standards of excellence.
Shows a passion for improving the delivery of solutions with a commitment to continuous improvement.
Proven skills to cultivate long-term, sustainable, value-based relationships with customers that elevate revenue and cost savings opportunities.
Demonstrated ability to negotiate by collaborating with others to arrive at a conclusion using compromise, persuasion, influence, and rationale, both internally and externally.
Demonstrated ability to develop and leverage partnerships to drive the strategic plan.
Consistently demonstrates alignment with organizational strategy to advance opportunities.
Strong Organizational Skills.

Other requirements or competencies:

Strong computer skills and 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, efficient time use/management.
Continually seek ways to improve self and company.