

# Field Manager

COUNTER SOLUTIONS – Grand Rapids, MI



## COMPANY SUMMARY

Headquartered in Grand Rapids, Michigan since 1955, Lumbermen's operates in Michigan, Ohio, Indiana and Kentucky. A leading distributor and manufacturer, we are driven by the goal to be first choice for our employee owners, customers, and suppliers. Lumbermen's is 100% employee-owned and committed to investing in rewarding relationships and doing the right thing in every interaction.

## POSITION SUMMARY

Within Lumbermen's Counter Solutions business segment, we template, fabricate, and install stone, solid surface, and laminate surfaces. The person in this position will oversee the template and installation operations for our Michigan, Indiana, and Ohio divisions. Focusing on continuity of processes and driving continuous improvement initiatives, this leader will continue to strengthen our competitive advantage. Day-to-day responsibilities include:

- Leading and developing the template and installation leaders in each location of Counter Solutions
- Assisting in the hiring, onboarding, and training of new installers and template technicians
- Developing and implementing training processes and a training tracking program
- Ensuring that installation teams have the tools, documentation, and communication necessary to deliver an exceptional experience at every job site
- Providing daily communication and guidance to the installation team
- Assisting and supporting install crews with loading and verification of tools and supplies
- Facilitating safe, efficient, and precise installation of products
- Providing input to scheduling (conducting site analysis as needed)
- Ensuring strong communication with customers (including effective problem resolution when applicable)
- Obtaining proper customer sign off for work completed
- Facilitating effective problem resolution working with sales, office, and installation leaders
- Working in conjunction with the Counter Solutions leadership team to develop continuous improvement processes and a lean management system
- Executing continuous improvement initiatives through training, conducting meetings, and sharing data and results with team
- Continuing the development of the Counter Solutions Experience
- Providing recognition and coaching as applicable
- Drafting and delivering bi-annual performance checks ins
- Drafting and delivering coaching and corrective action as applicable
- Verifying compliance with all company policies and processes
- Assisting in other areas as needed

At Lumbermen's, our business is built on the relationships that we develop. It is crucial that the person selected to fill this role is service-minded, a strong and friendly communicator, and able to effectively lead a team to deliver their best work daily. Ideal candidates are energized by the opportunity to develop others and help bring out their best and promote teamwork.

This position will require some travel to our satellite locations in Toledo, OH and Shelbyville, IN. Estimated travel 20-30% but will vary based on circumstances.

## REQUIRED EDUCATION/EXPERIENCE

- Bachelor's degree in business or a related field (or commensurate work experience)
- 2-5 years' experience leading a team to success
- Prior experience developing and implementing continuous improvement/LEAN initiatives
- Demonstrated success in developing leaders
- Experience in a custom field service environment beneficial

## REQUIRED SKILLS

- Ability to model and drive safe working practices
- Ability to effectively motivate a team toward success
- Ability to cast vision and share the big picture
- Desire to help grow and develop the program and the business
- Desire to facilitate successful outcomes through effective problem solving
- Ability to hold others accountable to do their best work every day
- Ability to build and maintain good customer relationships
- Ability to communicate clearly and concisely, both verbally and in writing
- Ability to work effectively in a collaborative team environment
- Mindset of and inclination toward continuous improvement
- Ability to manage multiple tasks/projects simultaneously
- Leads by example, demonstrating a positive attitude and outlook
- Willingness to assist wherever needed in the best interest of the team and the company
- Self-motivated

Lumbermen's offers an exceptional work environment, competitive compensation, and great benefits, including: medical, wellness, dental, vision, life, 401K, and a generous company-funded ESOP program. Take ownership of your career today!

Employee owners interested in pursuing this role must be in good standing in their current role and should first express interest to their supervisor before contacting HR. Applications can be submitted through the ADP Portal (<https://workforcenow.adp.com>) under Myself → Talent → Career Center