



## *Operation and Maintenance Service Manager Position Description*

Aegis Renewable Energy is a leading provider of solar power clean energy solutions to commercial, industrial, and community-based customers investing in a more sustainable future. Due to an exciting new strategic partnership and access to new growth capital, we are experiencing rapid growth in all sectors of our business. We seek to expand our team with inspired and talented individuals who share our passion for harvesting the clean and renewable power of the sun.

### **Location**

Waitsfield, Vermont

### **Classification**

This is a full-time, salaried, exempt position.

### **Position Summary**

The successful candidate will be responsible for leadership and significant growth of the O&M division within Aegis. Key responsibilities include team leadership, service offering definition, customer/account management and reporting, sales and business development, real-time system monitoring and field operations oversight, profit & loss financial management (including budgeting, customer billing, expense approval, achieving financial targets, etc.), process and systems development, and contribution to other areas within Aegis as needed. We are ideally looking for an experienced solar professional with a strong entrepreneurial spirit who would like to help grow this important segment of our business.

### **Reporting & Other Key Relationships**

The O&M Service Manager reports directly to the Vice President of Operations. The person in this position will manage the activities of a team of service technicians with the goals of optimizing customer satisfaction and retention, achieving growth and profitability targets, and developing all members of the team through mentoring, training, and education. This manager will have day-day exposure to all levels of company leadership with frequent interaction with the company's Accounting Manager and Vice President.

### **Responsibilities**

All Aegis employees are responsible for collaborating as a team to contribute to the overall success of our business while advancing our culture of mutual respect, inclusiveness, continuous improvement, and personal well-being. Working together with fellow team members, the person performing this job will be primarily responsible for the following functions:



## ***O&M Services Management***

### ***Team Leadership***

- Manage the evolution of the O&M Business Unit's structure and organization as volume and services provided increase
- Responsible for team performance tracking, and the training and development of individuals.
- Initiates and structures planning for the O&M program's development and interaction with Aegis's EPC business unit and holistic needs

### ***Strategic Growth & Business Development***

- Lead Aegis' team responsible for solar customer performance monitoring, preventative maintenance, and reactive services
- Help build and grow Aegis O&M service portfolio through existing and new customer engagement, service expansion strategies, and branding and marketing plans
- Responsible for creating, communicating and maintaining our service rates and product offering pricing
- Work with the Aegis team to develop the company's one-to-three-year O&M strategic plan
- Manages the departments branding and marketing efforts
- Strategic Growth & Business Development
- Attend O&M educational events, webinars, and vendor/technology events

### ***Customer & Account Management and General Operations***

- Maintain the highest level of customer service while dealing with challenging customer situations as needed
- Act as a knowledgeable and credible commercial O&M professional to ensure a high integrity process that fully informs the client regarding their options and the best fit for their situation
- Create, maintain and deliver Customer performance data analysis and reports
- Maintain direct oversight and ownership of customer contracts
- Work closely with administration and accounting staff on a daily basis
- Utilize Service Fusion and/or other software platforms to manage contacts, customer invoicing, contracts, data, reports, and O&M opportunity development
- Develop and manage relationships with subcontractors, utilities, permitting authorities, and inspectors to ensure effective service delivery
- Manage the O&M department's finances with profit and loss responsibility for achieving revenue, expense, and profitability targets.
- Respond to customer emails and calls in a timely manner
- Shared responsibly for the O&M team's Safety Program
- Responsible for managing Aegis's O&M material inventory and for the procurement of the O&M team's material and tool requirements
- Stay abreast of O&M best practices, safety, recalls, and warranty trends
- Perform in-person site assessments that include inspecting customer's property, and assessing existing conditions as needed



- Operate from an understanding and demonstration of emotional intelligence with a positive attitude even in the face of adversity

#### ***Service Technician Team Leadership***

- Recruit, support, mentor, and develop highly capable and motivated Service Technicians
- Maintain and or test for NABCEP PV Installation Professional and/or PV Commissioning and Maintenance Specialist Certifications
- Perform all work in accordance with NEC, OSHA, and NABCEP best practices
- Schedule and supervise O&M activities and closely collaborate with Aegis O&M team members to provide timely and best-practice solutions to PV system maintenance issues
- Provide assistance with project development including site evaluations, measurements, and fatal flaw analyses
- Manage and improve material intake/inventory control and handling processes
- Keep the personal safety of Aegis and non-Aegis personnel at the forefront at all times
- Keep accurate records of all daily activities in the field
- Communicate in a clear and timely manner with all stakeholders with pertinent information regarding regular activities to include but not limited to:
  - Coordinate warranty claims with vendors
  - Track, schedule, and service annual preventative maintenance work
  - Timing of site visits and access authorization
  - Delivery of O&M reports

#### ***Other Company Responsibilities***

- Daily monitoring of Aegis O&M fleet of vehicles and equipment
- Keep Aegis trucks and equipment clean, organized, and properly maintained
- Organize and manage Aegis tools and equipment
- Provide support to EPC project management, engineering, and sales teams as needed
- Perform project QA/QC and commissioning work as needed
- Maintain Aegis materials inventory in a well-organized fashion while supporting accounting needs for accurate inventory count and valuation records

### **Qualifications**

#### ***Experience & Education***

- Bachelor's degree or equivalent
- Minimum of 2-3 years' of technical solar experience
- Minimum of 2-3 year's management experience in a service-related business

#### ***Required Skills, Knowledge & Competencies***

The following skills are required of the person acting in this position:



- Strong skills in team leadership, support and development
- Exceptional customer service & relationship management abilities
- Proficiency with job scheduling and coordination and related systems
- Experience with process/systems development and improvement
- Strong entrepreneurial drive and experience growing a business unit
- Competent proficiency with Microsoft Office Suite, (Excel, Word, PowerPoint, etc.)
- Understanding of General Construction Safety management.

### ***Preferred Qualifications***

The following qualifications are beneficial to high performance in this position, but are not required:

- Marketing, advertising, sales, and business development experience
- P&L financial management experience, including goal setting, budgeting, customer acquisition and retention, project accounting, expense management, and KPI assessment and reporting
- Technical familiarity and skills related to commercial solar system maintenance and service (such as solar/electrical energy systems, real-time performance monitoring systems, DAS systems and SCADA systems, root cause analysis, etc.)
- Experience working in a residential, commercial, industrial, or community solar field is a definite plus
- Experience working in a construction/contractor environment
- Knowledge of Google Workspace including Gmail, Drive, Contacts, Calendar, Meet, etc.
- Familiarity with customer CRM, service-oriented systems (e.g. Fusion, Procore, etc.), and ERP/materials control systems
- Infrared (IR) Drone Flight Analysis
- Master or Journey Worker Electricians License

### **Working Conditions**

The work environment characteristics described here are representative of those an employee may encounter while performing the essential functions of this job.

- While Aegis is committed to a flexible working environment for all its employees, this position requires full-time presence in our offices in Waitsfield, Vermont.
- Ability to travel to customer field locations throughout New England on an occasional basis if necessary (2-3 days/month).
- Ability to occasionally lift and carry 30 pounds to waist level



## Compensation & Benefits

Aegis places a very high value on the talents, passions, and collaborative teamwork of all members of our company. Base pay is market competitive and commensurate with experience and qualifications. Aegis offers a generous employee benefit package that includes employer-paid medical, dental, and vision insurance, paid time off, and a Simple IRA plan with matching employer contributions.

## More About Aegis

As a full-service renewable energy system EPC (Engineering, Procurement, and Construction) company, Aegis develops, designs, installs, and maintains clean energy systems throughout the northeastern United States. Since its founding in 2011, Aegis has become one of the most respected solar EPC companies in New England.

With its main offices in Waitsfield, Vermont, Aegis currently employs approximately eighteen people. Aegis has recently joined a strategic partnership now composed of three solar companies that offers greater access to growth capital, collaborative project resources, and expanded market opportunities, while maintaining Aegis' local leadership, strong brand, and tight-knit culture.

Aegis Renewable Energy is devoted to the values of diversity and equal opportunity in all areas of our business. We are an equal opportunity employer and are committed to providing employees with a work environment free of discrimination and harassment. All qualified applicants will receive consideration for employment and advancement within our company without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status, or any other characteristic protected by law.

Learn more at [www.Aegis-RE.com](http://www.Aegis-RE.com).

**Interested candidates are invited to submit a resume to Sonia Behn @ [SBehn@Aegis-RE.com](mailto:SBehn@Aegis-RE.com)**