

**Reynolds Specialty Contracting (RSC) is seeking a Director of Service that is passionate about building and maintaining high-trust and high-performance teams. If you are energized by delivering an outstanding customer experience, this position will light you up!**

At RSC, we are investing in our strategically important Service operations, which include both electrical and plumbing services, in the Willamette valley and throughout Central Oregon. We recently implemented the NexStar service model and migrated to ServiceTitan as our technology platform to transform Service operations. We are now ready to bring on a dynamic, motivated leader to assume the Director of Service role and lead the growth and optimization of our Service operations. This position is critical to our long-term strategy and, as such, will report to the CEO and be part of our Senior Management Team.

The Service department at RSC will be one of the growth engines for our company. We need a leader focused on growing the size of our teams, the service offerings we can provide, and expanding the geographical reach while never losing site of providing 5-star quality of services to our customers across the board.

#### Responsibilities:

- Communicate clearly, show recognition and build rapport with employees. Manage staff and maintain the highest customer satisfaction and employee engagement levels.
- Create annual budget, control expenses and ensure you and all staff meet or exceed plan.
- Show employees how their individual contributions matter to the company's success.
- Monitor employee engagement levels and know how to promote a healthy work environment.
- Ensure sufficient staff levels to meet ongoing customer demand and seasonal spikes.
- Promote enthusiasm and brand loyalty during daily huddles, team meetings and 1:1's.
- Conduct operations and P&L meetings with key managers to increase productivity levels.
- Formalize a coaching and training platform that's consistent, effective and measurable.
- Shape company culture by living out agreed upon values, specifically ethics and integrity.
- Ensure the technology deployed to the Service team is being used to its potential and emerging technologies are considered and adopted as needed.

#### Requirements:

- Minimum 5+ comprehensive management or related operational experience

- Strong business acumen and demonstrated success in overcoming business challenges
- Excellent leadership and communication skills, as well as extensive knowledge of and passion for customer service
- Able to rapidly learn new technology tools and applications and an aptitude to understand how they should be implemented to meet company objectives
- Excellent verbal and written communication skills.
- Familiarity with tools and equipment of the trade preferred
- Trade knowledge in electrical or plumbing is preferred
- Familiarity with Service Titan is preferred.
- Bachelor's degree or equivalent level of experience

#### Benefits

- Annual Salary between \$100k-\$140k
- Cell Phone stipend
- Automobile stipend
- Starting with 160 hours of frontloaded PTO
- 8-10 Paid Holidays
- 401(k) with matching program
- Family, Integrity, Teamwork culture
- Health insurance for the employee with option to add family, including dental, vision, and prescription drug coverage.

RSC's foundation is based upon its core values of Family, Integrity, and Team. We strive each day to operate within these values. Our goal is to create an environment that makes RSC a unique and positive experience for all its employees.

Our team works every day to preserve our reputation as being one of the most well-respected electrical and plumbing contractors. You're encouraged to contact us today to see if we may be a good fit for each other. Please email your resume to [Careers@rscbuild.com](mailto:Careers@rscbuild.com) or submit online at [rscbuild.com](http://rscbuild.com).