



Job Description: NZ

POSITION TITLE: Regional Installation Manager

REPORTS TO: Senior Regional Installation Manager

DATE: 12/3/2018

SCOPE OF THE ROLE

EROAD's Installation Network is our "frontline face" to our customers.

Our installers understand the importance of fitting EROAD equipment right the first time. At EROAD we have a duty of care to ensure that our installs are completed efficiently, **accurately and safely**. We aim to work closely with your customers, and work with their schedules to ensure that there is as little downtime for their vehicle as possible.

We look after our customers, we provide efficient expertise when it is needed and work in an agile way to ensure we create a seamless experience for installation of our products. The Regional Installation Manager is a key part of a successful installation network and encompasses a wide variety of tasks and people contact in a wide range of situations.

There is a lot happening at EROAD, and it is essential that our Regional Installation Manager enjoys working in a fast-paced work environment, and has a strong sense of teamwork.

RESPONSIBILITIES

Installations

- Liaise with vehicle supplier and carry out first time installs to create technical support information.
- Keep current with installation skills & techniques.
- Support technical requirements for special installations and special connections.
- Be the infield technical expert and participate in in-field diagnosis of technical issues as they arise.
- This position will carry the inventory to meet the requirements of the business. As part of this stocktakes will be required to be undertaken as required by EROAD operations.
- Support validation of all installer invoices to ensure that the correct pricing has been used.

Training

- Support and train the Installer Network to provide the necessary services of installation.
- Train technicians and provide accreditation to install EROAD product.
- Assist with the development and delivery of training for staff in respect to EROAD products and services and their use and deployment.
- Support installation quality, control and audit processes.

Health and Safety

- Health and Safety ambassador for installation organisations (Contractors) and integral part of the Health and Safety culture within EROAD.
- Conduct regular audits as required by the EROAD audit schedule to ensure compliance with regulatory and company requirements.
- Involvement in installation investigations as required

Quality

- Ensure all installation meet or exceed EROAD's and vehicle manufacturers installation guidelines.
- Troubleshoot difficult or problematic installations in co-ordination with the installer, EROAD support and R&D staff as required.
- Active reduction in warranty claims



Supplier Management

- Support and feedback to third party providers in the delivery of their Service Delivery Targets for EROAD to meet agreed SLAs with its customers and EROAD’s KPIs.
- Gathering feedback
- Co-ordinate with the network for campaign install volumes to be met.

Technical Team Member

- Key regional contact for accredited installers with technical questions.
- Integral part of the wider EROAD technical installation team.
- Active contributor for feedback on improvements on installation for existing and new vehicles as they come to market
- Key contributor to in-field solutions to bespoke customer requirements in concert with key R&D staff
- Support EROAD’s continuous improvement process, through feedback on the supplier management meetings, and discussions around improvement opportunities.
- Contributor to regular technical bulletins to the wider installation network.

Challenges of the role

- The demands of managing a 24/7 service. Potentially required to resolve issues outside of normal business hours.
- As part of the Operational function, constantly being interrupted with urgent issues.
- Deal directly with customers and installers either by telephone, or face to face.
- Complete any remedial work as required by EROAD support office
- Identify and escalate situations requiring urgent attention.
- Stay current with system information, changes and updates.

COMPETENCIES

- In depth Telematics installations exposure
- Thorough planning skills
- Good interpersonal and communication skills (verbal and written)
- Systematic problem-solver. Able to make good decision based upon the required business outcomes that still maintain customer needs in mind
- Strong exposure to Health and Safety in the workplace and a strong advocate to drive change.
- Previous training experience

PERSONAL ATTRIBUTES

- Resilient
- Pro-active
- Able to multi-task efficiently under time pressure
- Team player
- Highly organised with an eye for customer critical details coupled with a strong sense of urgency.
- Open communication style
- Curious
- Self motivated – easily works unsupervised
- Professional, friendly, patient, systematic and cost conscious
- Ability to have fun.



**REQUIRED
EXPERIENCE**

- 3 years experience in a working relationship with subcontractors and customers
- 5 years auto-electrical or similar experience

This Job Description is not intended to be complete or limiting – the role will require a proactive and flexible approach to manage tasks that support a rapid and innovative product development environment. EROAD is in a “high growth” mode. There will be times when the role will be required to complete tasks outside those mentioned above because this role will have the relevant skills and may have higher availability than other team members.