

Job Description

Title: Field Service Manager

Location: Remote – North East

Reports to: Regional Manager

Purpose:

Sto Corp. (Sto), a global innovation leader of building enclosure systems and high-performance facade coatings, is seeking a Field Service Manager. The purpose of this position is to provide technical field support and serve as the single source point of contact in the field for installers, project stakeholders, and Sto channel partners in order to realize exceptional business growth through project sales and exceed Sto's strategic objectives.

Essential Duties & Responsibilities (includes, but not limited to):

- Establish influence and strong relationships as a trusted advisor with key installer accounts who are involved in making decisions related to the purchase of building products for construction projects
- Project sales through meeting or exceeding assigned conversion rates of Sto specifications as defined in the annual business plan
- Capture and nurture target and existing account opportunities through delivery of value-add services including, but not limited to:
 - On-site project assistance and observations from pre-installation to project closeout
 - On-site and off-site training/education of all products, systems, and services to installers and channel partners
 - Field testing of new products under development
 - Delivering leads to target installers, Sto loyal installers and/or channel partners dependent on business plan objective, market, project size and stage. Updating required in CRM pipeline
- Management and execution of the installer engagement program, defined by the installer matrix, and as assigned in the annual business plan
- Communicate new Sto products, systems, and services through various methods to effectively bring them to market
- Collaborate with Construction Design Managers, Lead Generation Specialists, and Customer Service to provide technical field support to identified targets
- Receive and manage inbound technical calls, provide information to the customer on request. While remaining involved, transfer to the Technical Department if necessary. Log call into CRM and treat as potential qualified lead to track

- Actively participate in local and regional trade associations with memberships that include target installer accounts
- Monitor and report competitive activity including, but not limited to, new products or initiatives and promotional programs
- Monitor and report building code or municipality ordinance changes/adoptions which could potentially impact Sto products or services
- Perform other duties as assigned

Knowledge/Skills/Abilities:

- Minimum five years successful and demonstrated history of construction, applicable trades, building product application, technical, and/or sales competence or previous experience shows the use of skills necessary to execute this position successfully
- Additional language skills would be an asset
- Strong leadership skills and ability to thrive in results-oriented environment
- An affinity for current digital technologies is essential
- Ability to define problems, gather data, establish facts, and draw valid conclusions
- Strong knowledge and proficiency in data software: MS365 (required), CRM (preferably Salesforce.com)
- Excellent oral and written communication skills and strategic listening skills are necessary to effectively exercise tact, discretion, judgment and diplomacy when interacting and/or negotiating with all levels of internal and external customers
- Strong organizational skills - attention to detail and self-motivator - willing to take the initiative
- Creative innovator with entrepreneurial spirit
- Ability to travel independently, as needed (60% or more)
- Active, lifelong learner mentality

To Apply:

Submit your resume and cover letter to Jobs@StoCorp.com. Job ID: FSM