

## Lifecycle Services Manager Position

Trans-Market is a process design company supporting projects across the United States. Our area of expertise is in food & beverage processing systems. We provide turn-key system integration including Process Engineering, Electrical Design, Automation, CAD Design, Installation, Commissioning, Validation & Support.

Trans-Market offers a dynamic work environment, with opportunities to take part in system design in addition to hands-on start-up activities. You will have the opportunity to work on projects from conception to completion with a project team consisting of multiple disciplines, skillsets, and backgrounds. We offer group medical insurance, 401(k), short- & long-term disability insurance and competitive pay commensurate with experience.

The Lifecycle Services Manager continues support for our customers after a project closes, as well as identifying and servicing new clients with existing plant operations. They have a foundation steeped in the understanding of maintenance for mechanical equipment and systems. As a customer facing team member, commitment to our clients and integrity in the services they provide are key to building lasting relationships.

### Job Role Responsibilities

- Develop Proposals for Service, Maintenance, and Turn-Key Process System Projects; clearly outlining scope of supply and defining accurate costs to complete for such items as, but not limited to:
  - Materials
  - Labor
  - Equipment
  - Subcontracts
- Perform system walkthroughs & complete field service mechanical and engineering troubleshooting to promote sales and develop scopes for additional opportunities
- Acquire internal and external resources to facilitate project requirements
- Conduct procurements for materials, equipment, and subcontracts
- Schedule numerous parallel and diverse projects; coordinating all resources and procurements for timely execution meeting customer timeline
- Control project budgets and scopes; forecasting costs and enacting change control
- Maintain customer engagement; building trust with open & precise communication to satisfy project acceptance and compel continued lifecycle orders with handoff to distribution sales
- Develop Spare Parts Listing and SLA for customers at closure of projects
- Complete and maintain updated service/maintenance training on process equipment such items as, but not limited to:
  - Valves (Seated, Butterfly Valve, Utility)
  - Pumps (Centrifugal, Rotary, Twin Screw)
  - Homogenizers
  - Heat Exchangers (Accusense)
  - Krones Process Technology Units
  - Tanks (Modification & Repair)
- Complete and maintain updated training for mechanical responsibilities such items as, but not limited to:
  - Welding & Cutting
  - Assembly & Disassembly
- Directly perform field service and maintenance projects efficiently with limited resources

- Organize and maintain all project files required such items as, but not limited to:
  - Proposals & cost summaries
  - Schedules & resource requests
  - Vendor & subcontractor quotations & orders
  - Manufacturer specifications & maintenance procedures
  - Field service & maintenance reports
  - Customer project closeout acceptance records
- Expand team resources based on business case, conducting hiring, completing annual reviews, and mentorship for their development
- Develop proposals, manage workflow, and close projects for pump and valve shop rebuilds
- Develop standards and best practices for team to adhere to in completion of all project requests
- Accomplish human resource objectives by selecting, orienting, training, assigning, scheduling, coaching, counselling, and disciplining employees; communicating job expectations; planning, monitoring, appraising job contributions; recommending compensation actions; adhering to policies and procedures.
- Meet organization and operational standards by implementing production, productivity, quality, and customer-service standards; resolving problems; identifying service management system improvements.
- Meet service budget by monitoring expenditures; identifying variances; implementing corrective actions; providing annual operating and capital budget information.
- Maintain a safe, secure, and healthy work environment by following and enforcing standards and procedures; complying with legal regulations.
- Other duties as assigned.

### **Experience Preferences**

- Prior experience in maintenance of equipment and systems within a plant setting
- Prior experience in scheduling & budgeting
- Experience in managing assignments for direct reports
- Able to read P&IDs with a preliminary understanding of process systems
- Work Experience within the Food & Beverage Industry
- Aptitude in computer software packages such as Microsoft Office

### **Work Place Requirements**

- Professional and positive attitude that promotes collaboration with team members
- Internally motivated and disciplined in approach to work
- Ability to travel up to 30% for proposal, projects, and training activities

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[www.transmarket.com](http://www.transmarket.com)

