

TITLE	Operations Technician
REPORTS TO	US & Canada sales lead
KEY RELATIONSHIPS	<ul style="list-style-type: none"> • US & Canadian Sales Team • US Operations Team • Sales Representatives Globally • Regional Technicians
ROLE SUMMARY	<p>You will have in-depth knowledge in all areas of construction to ensure all structures are completed to the correct specification & methods of installation outlined by the Haygrove Growing Systems Manuals.</p> <p>You will provide varying levels of customer support from answering ad-hoc queries to leading and coordinating full structure construction.</p> <p>You will service the US market primarily but will also travel to other Haygrove markets as required. You will be travelling or on customer sites 3 weeks in 4.</p>
DIRECT REPORTS	
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Ability to communicate effectively both internally and externally on multiple platforms • Solid problem-solving skills whilst remaining impartial and objective. • Organizational and planning skills • Have a pragmatic approach to dealing with projects • Attention to detail • Ability to negotiate at all levels • Creative thinking outside the box • Team player • Energetic and energizing
PRINCIPLE RESPONSIBILITIES	<ul style="list-style-type: none"> • To complete machine set-ups, construction training and/or full construction work as required for that order. • Carry out post completion audits of both Haygrove and Haygrove customer completed jobs. • To be a champion of H&S in the workplace, always ensuring compliance. In turn, be fully conversant in H&S considerations and requirements for Haygrove's technical work, preparing and reviewing risk assessments where required. • To be up to date with the latest operational procedures. • To understand and be full conversant with the latest technical procedures and construction manuals. • To communicate with customers in a timely and professional manner by e-mail, by phone or on site as required.

	<ul style="list-style-type: none"> • To work internationally with customers on Haygrove projects where required. • To provide training to Haygrove staff in the US and internationally in safe and effective construction. • To manage operational activities against the budgets allocated to complete them • Allocate work to sub-ordinates as required.
SECONDARY RESPONSIBILITIES	<ul style="list-style-type: none"> • Analysing customer feedback about existing products or services to help improve future offerings. • Participating in research and development activities to develop new engineering ideas or improve existing designs. • To contribute to the maintenance and improvement of construction manuals and the anything relating to the operations and construction activities of Haygrove • Any other ad-hoc duties.
EXPERIENCE	A background in greenhouse assembly or relevant construction industry desirable.
QUALIFICATIONS	<p>Full Drivers licence</p> <p>Recent training in key equipment such as forklifts, telehandlers and boom lifts</p> <p>Recent H&S (OSHA) training</p>