

## Manager, Service

Location: Heathrow, FL / Hybrid / Remote

### About Prevalon

Prevalon Energy LLC (Prevalon), a Mitsubishi Power Americas and EES joint venture, is a leading global energy storage technology and services company that is empowering companies to deploy flexible energy solutions and accelerate a more sustainable energy future.

With 10 years of global battery energy storage experience and over 4 GWh of utility-scale battery energy storage projects deployed, Prevalon develops an end-to-end integrated battery energy storage solution that delivers throughout the entire lifecycle of your project and ensures performance.

Working with our customers to develop a solution to meet the demands of their energy system today and into the future, we are grounded by the principles of commitment, reliability and expertise to guide our decision making, design philosophy, and relationship building.

### Our Culture and Values

#### **Responsibility**

Safety is at the core of everything we do. From the well-being and health of people to the quality of the products we develop and implement, sustainability is the foundation of our operations. Our expertise guides our decision-making and design development, and lives at the core of our mission.

#### **Community**

People are the focus and heartbeat of what we do. We prioritize the well-being of our customers, employees, and communities we work with. Through teamwork, collaboration, and open communication, we work together to continuously innovate.

#### **Innovation**

We value and encourage creativity in the ways we work and are always forward thinking. We embrace diversity of thought and adapt to emerging trends and technologies. We recognize the importance of respecting traditions but not beholden by them.

#### **Accountability**

We are focused on taking responsibility and ownership for our actions and decisions. We deliver on promises in a transparent and reliable manner. We are accountable in our commitment to sustainable practices and products.

## Job Summary

The Service Manager will be responsible for overseeing the operations of Long-Term Service Agreements (LTSA), ensuring high-quality customer service, availability, capacity and managing a team of service technicians.

## Essential Duties & Responsibilities

Essential duties and responsibilities include, but are not limited to the following:

- Supervises service technicians and provides guidance, training, and support to ensure efficient and effective performance.
- Provides leadership, guidance, and support to service staff, set performance expectations, and conduct performance evaluations.
- Fosters a positive work environment, promotes teamwork, and facilitates professional development opportunities for service personnel.
- Manages remote technicians to make most efficient use of time.
- Manages the day-to-day operations of the service department, including scheduling, dispatching, and monitoring service requests.
- Maintains a high level of customer satisfaction by addressing customer inquiries, concerns, and complaints in a timely and professional manner.
- Develops and implements service policies, procedures, and standards to improve service quality and efficiency.
- Monitors service performance metrics, analyzes data, and prepares reports to identify trends, areas for improvement, and growth opportunities.
- Collaborates with vendors and suppliers to negotiate service contracts, pricing, and terms to meet company requirements and objectives.
- Ensures compliance with safety regulations, industry standards, and company policies in all service activities.
- Manages departmental budgets, controls expenses, and maximizes profitability while maintaining high service standards.
- Stays abreast of industry trends, technological advancements, and best practices in service management to drive continuous improvement initiatives.
- Collaborates internally for technical resolution to issues, contractual language for LTSA contracts, staffing requirements and reporting requirements.

- Ensures compliance to contractual requirements of the LTSA projects between Prevalon and its customers and Prevalon and its vendors.
- Manages warranty requirements for each project site in accordance with customer and supplier contracts.
- Performs other related duties as assigned.

## Knowledge, Skills, & Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Strong leadership and management skills with the ability to motivate, inspire, and develop a team.
- Excellent communication and interpersonal skills.
- Sound problem-solving and decision-making abilities, abilities to address complex issues, make informed decisions, and drive project outcomes.
- Proficiency in service management software and computer applications for scheduling, reporting, and data analysis.
- Knowledge of technical aspects related to the company's products or services to provide effective support and guidance.
- Strong organizational and time management skills.
- Customer-focused mindset with a commitment to delivering high-quality service and exceeding customer expectations.
- Ability to negotiate, influence, and manage conflicts, stakeholders, and project dependencies to achieve project objectives and drive consensus.

## Education & Experience

- Bachelor's degree in business administration, management, or a related field required experience can be considered in lieu of a degree.
- Previous experience in a service management role, preferably in a similar industry, with a demonstrated track record of success required.
- Technical background or experience in the industry may be beneficial.
- Minimum of 10 years in project management or field service management experience required.

## Physical Requirements & Work Environment

The physical demands and work environment characteristics described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Prolonged periods sitting at a desk and working on a computer.
- May involve standing, walking, or sitting for extended periods and lifting or moving heavy equipment or materials as needed.
- Must be able to lift up to 20 pounds at times.
- Must be willing to travel as needed.