

Title	Field Operations Manager, North America
Our Company	We are the world's leading vanadium flow battery company. Our energy storage systems are facilitating real change for a renewable and sustainable future.
Role	Reporting to the VP Customer Operations, the Field Operations Manager will have regional responsibility for optimising operational performance of Invinity's energy storage systems, for building customer satisfaction and for developing positive customer relationships.
Responsibilities	<ul style="list-style-type: none"> • Project manage preventative maintenance and warranty repairs • Review, prioritize and manage resolution of incoming service requests • Review and report on the operational performance of Invinity's fleet of deployed products, and recommend maintenance or repair actions as required • Manage all technical and practical aspects of the field solutions service, including dispatching personnel, equipment and other assets to the field • Manage with the client, site safety and environmental regulations compliance and ensure good practice including hazard analysis and risk plans are in place • Develop and deliver customer and third-party training
Skills and Experience	<ul style="list-style-type: none"> • Minimum 10 years of experience • Excellent communication and influencing skills; polite and tactful personality • Excellent problem-solving skills and practical, common sense technical approach • Tactical decision maker, able to resolve challenging situations under pressure • Hands-on Project Management experience in time constrained customer projects • Experience in a leadership role in industrial electrical or power generation projects across multiple markets and geographies • Experience in the utilities and/or renewables industry required, with experience in energy storage systems desirable • Robust technical background in all aspects of energy solutions, from grid connections and regulations, AC/DC conversion to civil works and industrial controls • Experience in rigorous health and safety operation, including heavy haulage and crantage, DC and AC power system applications and chemical risk management • Experience in planning and zoning application for renewable energy installations desirable • Able to produce supporting documentation, procedures, method statements and risk assessments

Qualifications	Engineering degree is desirable (preferably in electrical or electronic engineering), or combination of technical diploma and expertise gained through significant experience
Location	Bay Area, California or Vancouver, Canada This role will require significant travel (up to 50%).
Reports to	VP Customer Operations
Status	Full-time, permanent, salaried Some flexibility for working hours; occasional emergency customer support out of hours