



Upside Innovations, LLC
5470 Spellmire Drive
West Chester, OH 45246
p: 513.889.2492 f: 513.672.2124

Upside Service Director

Upside Innovations has been designing, manufacturing, selling and installing compliant access products including ADA ramps and steps, OSHA steps, multi-story steps and aluminum canopies since 2009. We have been growing rapidly since our inception due in part to our outstanding product design and market leading service that we provide to every customer.

We have an energetic work environment where we believe that every person can and does contribute to Upside winning in the marketplace. When you come into Upside, I am sure that you will be able to feel the genuine caring and excitement that our staff has for each other and for our company.

For more information visit our website at www.upsideinnovations.com

The **Upside Service Director** will be a key player in the continued success of Upside. We are looking for an entrepreneurial candidate who is able to look at the service aspects of the organization as a business and profit center on its own. Someone who can look at the big picture of what has made Upside successful and help us systematize and scale those processes that will continue to drive our growth. Upside Innovations is the service leader within the industrial modular ramp market based on our willingness to deliver and install our products throughout the country. Throughout the years this has been accomplished using a healthy dose of brute force and pure guts. Now it is time to make that service we make look easy, actually easy.

Responsibilities to help us improve and grow Upside:

- Review our service demand and determine where new relationships with outside contractors are required to support the business going forward
- Develop relationships with contracted installers including agreement on standard pricing, travel radius, required responsiveness, etc.
- Develop new service opportunities with our customers to help deepen a partnering relationship
- Develop national installation network coverage
- Determine required operational steps required to give the organization the confidence to grow our product leasing business
- Negotiate freight rates with third party freight vendors
- Develop standard review process to ensure all installation quality standards are met

Responsibilities to help us effectively run Upside:

- Work closely with Production Planning and Project Managers to schedule the installations
- Allocate and manage internal or external resources to maintain schedule



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- Negotiate and schedule dedicated freight shipments to meet customer and installation needs
- Maintain compliance paperwork for installations, including prevailing wage report review and DOT trucking logs
- Coordinate truck rental with installers to support schedule
- Recruit and hire Install Technicians
- Review and approve installation expenses / timesheets
- Assist with job cost breakdowns

Qualifications and Skills:

- Minimum of 5 years in a management role
- Bachelor's degree required, master's degree is preferred
- Strong skills as an influencer
- Detail oriented, but able to look at the big picture
- Proven track record of negotiating pricing and contracts
- Ability to be a leader and teacher
- Entrepreneurial outlook, willing to put in the work required to develop a profitable division
- Mad ping pong skills a bonus