

Manager Site Maintenance

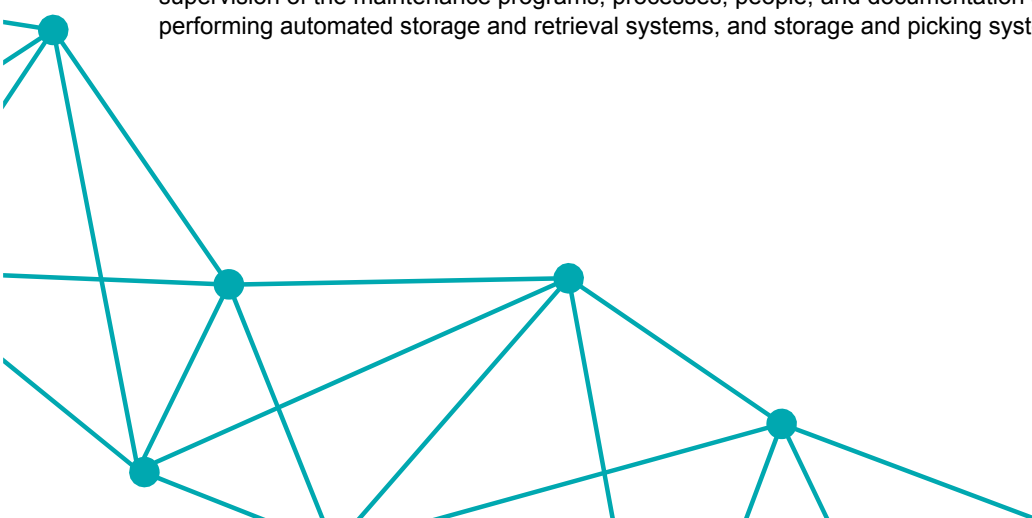
Fulltime | Locust Grove, United States


WHO WE ARE

At KNAPP (pronounced K-NAP, not Nap!), we “Make Complexity Simple” by offering intelligent solutions for digitizing and automating everything from production and distribution to the last mile and stores. We are the customer’s value tech chain partner, which means partnering with the customer to create the most value within each link in their supply chain. Leveraging the latest software, AI and Robotics technology, we continue to disrupt the logistics automation industry for the world’s industry leaders in grocery, healthcare, retail, e-commerce, apparel & manufacturing. We are a global company with our US headquarters located just North of Atlanta in Kennesaw, GA. KNAPP specializes in automated solutions for both WMS (Warehouse Management Systems) and WCS (Warehouse Control Systems) for B2B (Business to Business) and B2C (Business to Consumer) customers. We are a growing company of over 7,200 employees worldwide and in over 50 countries that is privately held, with 7% of our revenue reinvested in R&D, ensuring a strong and vibrant future! Join us and see how you can help change the world! For more information, visit www.knapp.com.

WHAT YOU GET TO DO

Be the customer-facing voice for KNAPP, Inc. You are responsible for all communication between our Customer and your team and the Resident Business Manager. You will attend daily production meetings and manage the communication in such a way that our Customers would feel engaged with you and your site team and would see the value we bring to their organization. You are responsible for developing a budget with the Resident Business Manager and then managing that budget with our Customer as deemed necessary. It is critical that you and your team treat our Customer with respect and that you and your team always act in a professional manner. Through your on-site leadership team, you will be responsible for the development, implementation, and day-to-day supervision of the maintenance programs, processes, people, and documentation associated with efficient and high performing automated storage and retrieval systems, and storage and picking systems installed at our Customer’s



A decorative graphic in the top right corner consisting of a network of teal lines connecting several circular nodes, forming a complex web-like structure.

locations. This also includes being responsible for building and maintaining customer relationships at our Customer site(s) understanding and leading our preventive and predictive maintenance programs, following all SOP's, Safety Policies, etc. You will make sure your leadership team identifies the appropriate time to escalate the issues in compliance with the agreed-upon escalation procedures.

This position requires a wide range of responsibilities including, but not limited to, the following:

- Provide excellent customer service to strengthen KNAPP's reputation
- Provide value that our Customer can see and understand
- Gain a positive reputation by providing a rapid and effective support
- Manage site budgets and associated commercial activities
- Oversee tasks by developing team skillsets to ensure delivery of defined Service Level Agreements (SLA)
- Oversee, as an on-site representative, all system improvements and installations
- Oversee all training requirements, both technical and regulatory
- Mentor, coach, teach and develop on-site staff and resources
- Increase the scope and efficiency of KNAPP's support solutions
- Be an effective manager focused on team development
- Provide guidance to your team to work against timeframes to complete reactive repairs
- Interact with the on-site and off-site management keeping them informed of local issues and successes and addressing all concerns in a professional manner
- Provide ultimate accountability for the Health & Safety considerations with regard to the assigned tasks and carry out risk assessments
- Provide monthly summary and detailed reports covering commercial and technical activities
- Improve the service level and optimize resource utilization through adoption of industry best-practices
- Manage through direct reports the provision of quality support and maintenance services of all live information systems
- Plan and implement system security policy
- Manage through direct reports the daily activities of all personnel
- Appreciate and value cultural diversity
- Promote alignment of Material Handling Equipment (MHE) maintenance objectives
- Resolve any resourcing issues beyond the Resident Site Manager's control or responsibilities
- Champion internal Maintenance Team review meetings
- Manage process improvements to ensure that the delivery of services increases customer satisfaction



- Ensure that the Maintenance Team maintains an excellent level of customer satisfaction while providing reasonable level of commercial return
- Develop and manage maintenance budgets and cost projections
- Provide management of the supply chain and, in particular, ensure the cultural alignment of sub-suppliers
- Provided leadership in the management of maintenance interfacing with KNAPP's nominated supplier(s) and sub-supplier(s)
- Ensure that every team member fully understands the commercial implications of any decision they make
- Accountable for Quality, Health, and Safety within the maintenance scope
- Monitor and update the MHE risk register
- Continually assess and fulfil the supplier's resource requirements
- Responsible for the production and maintenance of the MHE Planned Preventative Maintenance (PPM) work schedules
- Assist with the identification and monitoring of the MHE Maintenance Team's interfaces
- Liaise with the Customer's Operations Shift Managers & supplier's First Line Managers to ensure a safe and an efficient management of the MHE scope of work
- Assess and report MHE progress and attendance at the meetings
- Assist the MHE Quality Assurance (QA) and HSE adviser with verifying adherence to all relevant standards and procedures
- Approve revised MHE documents, drawings and correspondence prior to their issue
- Manage MHE and the Maintenance Cost Plan (MCP)
- Monitor progress of associated sub-suppliers
- Ensure timely supply of the MHE maintenance hardware
- Assist with MHE Quality, Health, and Safety within the MHE maintenance scope
- Continue the MHE Health and Safety File
- Accountable for the ultimate correctness and proper allocation of all spares inventory
- Serve as the custodian of the site escalation and grievance procedures related to the MHE maintenance scope
- Participate in work-related performance training and individual improvement programs
- Perform other duties as required that are commensurate with the role
- Responsible for responding to and addressing emergency calls

WHAT YOU HAVE

- Degree in Business Management, Electrical and/or Mechanical Engineering or equivalent work experience
- 5-10 years of verifiable, progressive experience as a Maintenance Repairman, Maintenance Electrician, Machine Repairman or Industrial Maintenance Engineer that led to Maintenance Supervisor or Maintenance Manager



- Verifiable experience providing leadership for repairs on various types of machinery systems, including electrical, mechanical, pneumatic and hydraulic systems
- Bilingual (English/Spanish) and/or (English/German) preferred but not required.

WHAT YOU WILL GET

- Industry competitive compensation
- Great benefits with competitive employer contributions, including health, dental, vision, life insurance, Flexible Spending Accounts, Short & Long Term Disability and more!
- 401k with employer match and no vesting!
- Paid Vacation & Holidays
- Paid Parental Leave
- Subsidized child-care
- Tuition Reimbursement
- Pet Insurance
- Corporate Social Responsibility including recycling, sustainability, and volunteering

KNAPP is an equal opportunity employer. We are committed to a work environment that supports, inspires, and respects all individuals without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity, age, national origin, veteran, disability status or any other basis protected by law.

Due to the safety-sensitive nature of this position, strict adherence to KNAPP's drug-free workplace policy is required. All candidates will be subject to drug-screening in accordance with the policy and will be expected to remain drug-free during their employment. There will be no exception if recreational or medical use of marijuana is permitted in the location of employment and/or residence or if use of marijuana is only during "off-hours."

