

Senior Site Manager

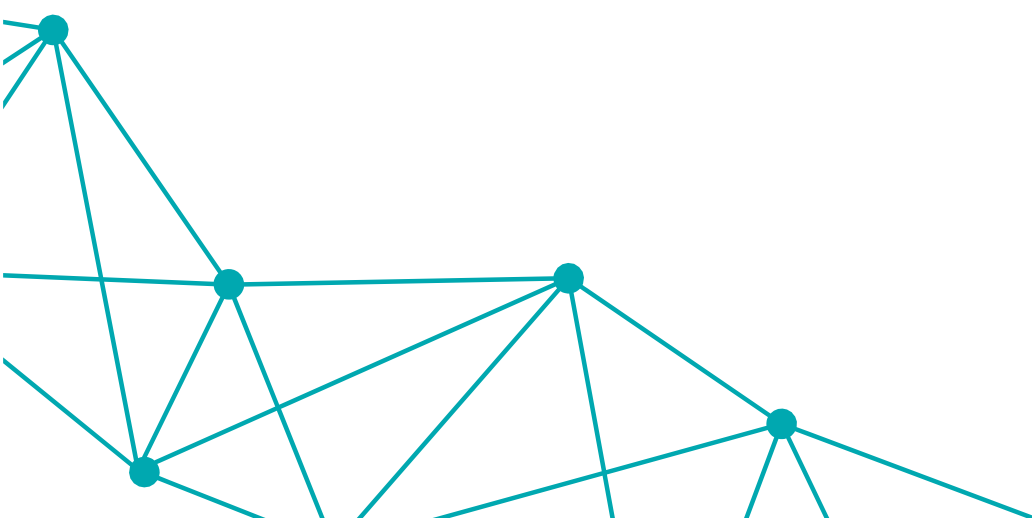
Fulltime | FIELD, United States

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

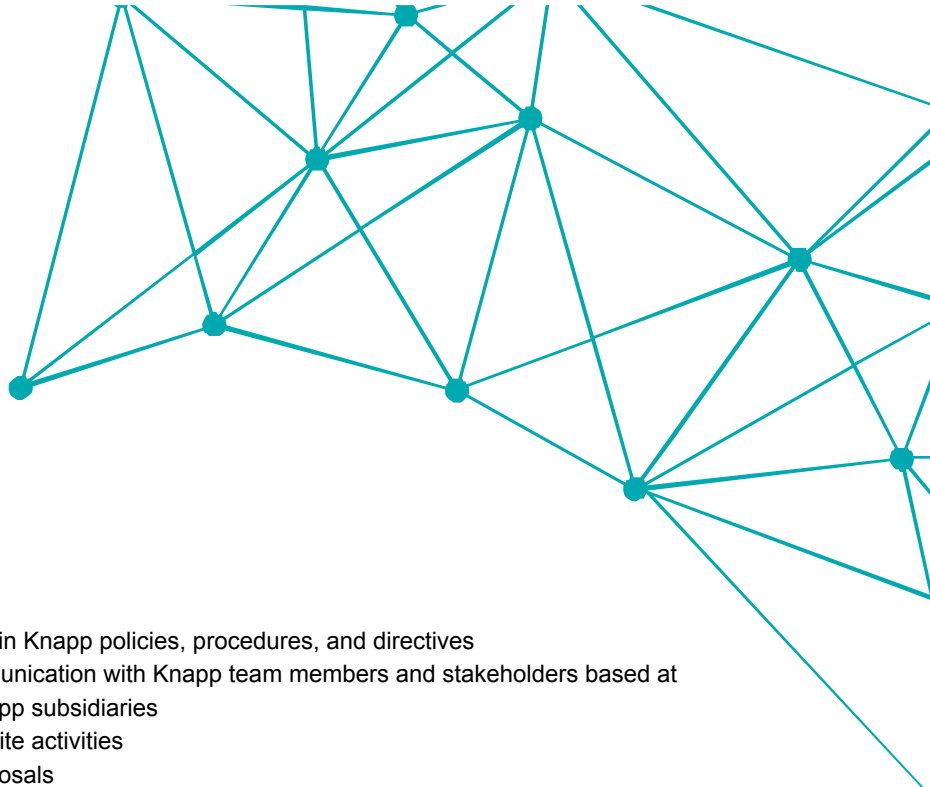
A Senior Site Manager will manage projects of high complexity due to the scale, volume of subcontracts and/or system specifications. A Senior Site Manager is responsible for all project metrics including safety, quality, schedule, and customer satisfaction as it is related to the On-Site Phase. The following, at a minimum, must be performed:



Essential Functions:

- Demonstrate experience and manage complex projects in excess of \$20 million in value
- Coordinate all sub-vendor on site activities and deliveries
- Ensure all required on-site communication between project stakeholders, installation team, commissioning team, suppliers, etc., occurs in a time frame and to the level of detail necessary for a successful project
- Monitor and ensure that all carried out work is compliant with OSHA and customer safety rules, if applicable
- Ensure proper placement of safety signs and provide safety training in accordance with the Graz standard
- Monitor and ensure that all on site tasks and deliverables are performed on schedule
- Maintain internal installation and commissioning schedule (progress, milestone completion, minor delays) and trigger updates, if significant changes are necessary
- Hold regular (minimum weekly) site coordination and progress meetings with Knapp supervisor, installation and commissioning team, and vendors, and distribute meeting minutes to all participants and KUS stakeholders
- Hold weekly Site Safety Meetings with all sub-vendors and file protocols
- Take all necessary steps to coordinate with the customer and ensure customer deliverables are provided timely and accurately
- Provide site status reports and schedule progress/divination reports on a weekly basis
- Manage rental equipment and site supplies (office, tools, miscellaneous)
- Support, organize, and source local supplies, when necessary
- Submit all additional material requests to Head of Installation
- Make quality checks of installed equipment and document the results
- Manage the unloading of deliveries
- Prepare and perform static acceptances with the customer
- Prepare and perform sub-vendor testing and acceptance
- Organize shipments to return materials
- Produce, distribute, and file documentation, as required, to ensure all on-site requirements are satisfied and all possible risk to Knapp is mitigated
- A partial list of documentation produced by a Site Manager is:
 - Meeting minutes with action items
 - Critical path schedules (tracking the progress in % and delays on a weekly basis)
 - Status reports (internal and external)
 - Open Issues lists
 - Working hour reports
 - Progress report for forecast
- Know and understand when and to whom an issue needs to be escalated in order to eliminate negative impact



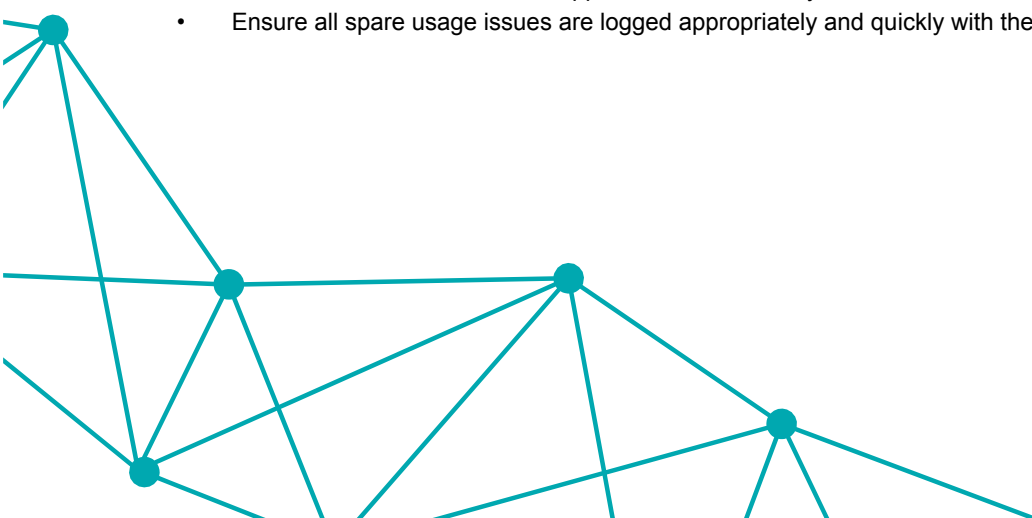


on a project

- Operate and negotiate independently within Knapp policies, procedures, and directives
- Develop and maintain good lines of communication with Knapp team members and stakeholders based at Knapp AG (parent company) or other Knapp subsidiaries
- Act as primary customer interface for on-site activities
- Coordinate change order pricing and proposals
- In addition, manage the following tasks during the commissioning phase:
 - Create resource and project schedule in coordination with the technical departments during the on-site phase
 - Identify risks impacting schedule, handover dates, and quality
 - Attend project steering committee meetings
 - Attend all other project-related meetings, as needed
 - Actively drive the project schedule
 - Facilitate daily meetings with on-site team and extend to 2nd meetings, as needed (mass test, KIT)
 - Supervise mass and integration tests and report accordingly
 - Schedule customer training, ensure completion of the training, and provide that customers' expectations are met
- Clarify ramp-up expectations with customer
- Manage coordination and alignment with project management in case of changes (CR)
- Serve as main point of contact for assigned projects, Knapp internal and external
- Hold regular project alignment meetings
- Lead and coordinate project startup team on-site by establishing a matrix organization, as well as coordinate project startup travels in alignment with the team and department managers
- Provide periodic project status reports to the startup department managers regarding timelines, deadlines, cost, and quality
- Attend customer meeting during CIT and coordinate open points with the team

General Responsibilities:

- Maintain quality of service by ensuring effective communication between both customers and Knapp US
 - Make sure reports are well written and legible
 - Implement site quality procedures, safety procedures, and any statutory procedures
 - Hold regular meetings with the Customer Relations Manager to discuss activities and progress
- Provide maintenance service support to the installed system
- Ensure all spare usage issues are logged appropriately and quickly with the customer and



Knapp US spare parts team

- Ensure the tooling and equipment supplied is well cared for and is always in a presentable/usable condition
- Provide flexibility and the best use of skills and capabilities
- Ensure all timesheets and documentation are accurate and legible with all the correct job numbers entered, and presented to Knapp US on a weekly basis for supervisor's approval

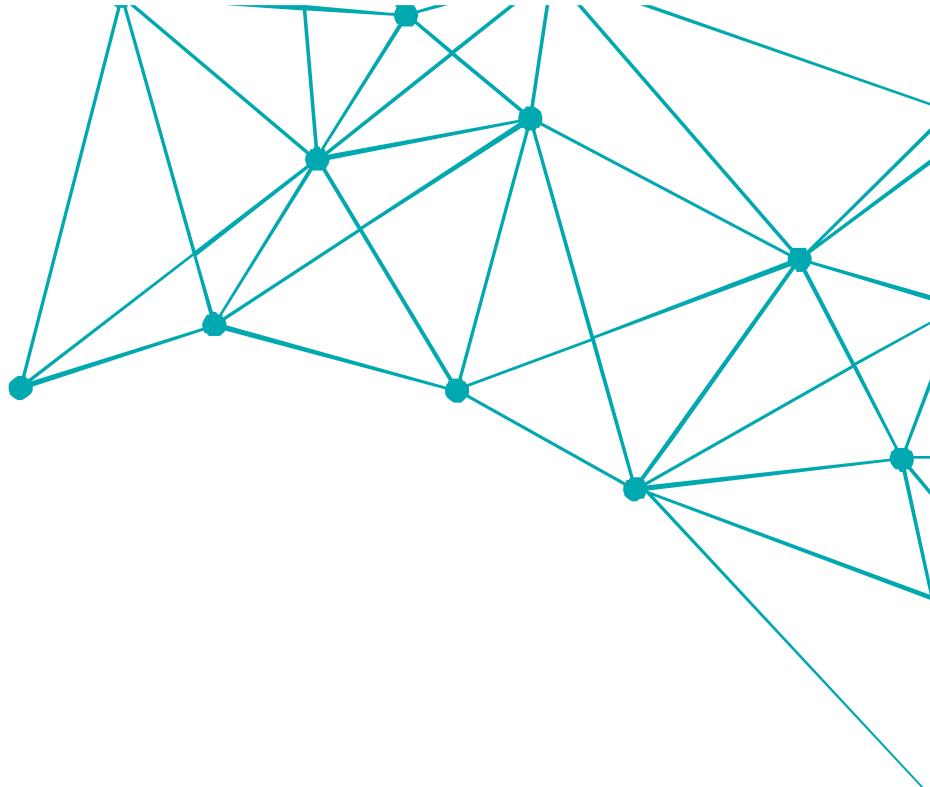
WHAT YOU HAVE

- Minimum 10 years experience in a related service or an equivalent combination of education and experience
- Valid driver's license
- Effective oral and written communication skills
- Ability to work independently and on customers' sites

Working Conditions and Environment:

- Overtime as required by work
Overtime as required by work
- 100% travel required
100% travel required
- Professional office and customer site etiquette is required at all times
Professional office and customer site etiquette is required at all times
- Authorization to work in the U.S.
Authorization to work in the U.S.
- Passport or the ability to obtain a passport
Passport or the ability to obtain a passport
- Physical requirements may include: sitting, squatting, walking, reaching out to arm's length, reaching over-head, lifting between 50-100 pounds, and reading
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WHAT YOU WILL GET

- Industry competitive compensation
- Great benefits with better than average employer contributions, including health, dental, vision, life insurance, Flexible Spending Accounts, Short & Long Term Disability and more!
- 401k with a very generous employer match and no vesting!
- Paid Vacation & Holidays
- Profit Sharing
- Paid Parental Leave
- Subsidized Daycare
- Tuition Reimbursement
- Pet Insurance

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."

