

WH SECURITY

Job Title: WH Security Operations Manager

WH Security, a subsidiary business of Wright-Hennepin Electric, has been providing thousands of Twin Cities homes and businesses with competitively-priced, state-of-the-art security systems and fast-response monitoring for more than 25 years. WH Security serves the greater Twin Cities metro area and western Wisconsin. Visit us at <https://www.wh-security.com/>.

We are hiring! As an essential service, we are continuing to operate. The position is based at our company headquarters in Rockford, MN, 15 miles west of Plymouth on Hwy 55.

The **WH Security Operations Manager** is responsible for supervising the activity of the WH Security installation and service department to ensure integrity, timeliness, quality, safety, performance, and member/customer satisfaction.

POSITION RESPONSIBILITIES

Team Leadership:

- Supervise, guide, and lead the collective efforts of the WH Security inside and outside technicians, and administrative staff to provide a productive department, which provides efficient process flows and accurate and timely installation, service and administrative support.
- Ensure WH Security personnel are productive and well-trained for assigned duties. Support employees with career development plans utilizing the job description and other tools. Coordinate technical employee training based on identified needs of technical and leadership skills. Maintain up-to-date position descriptions. Conduct annual position/performance reviews.
- Under the direction of management, set and communicate goals for the department in support of WH's mission, core principals, and annual goals and track progress.
- Facilitate conflict resolution between the employees, other departments.
- Act as expert and mentor to employees encouraging knowledge-transfer among employees.
- Promote a team focus, encourage knowledge-sharing, business improvements, cross-functional business processes, and continuous improvement efforts. Ensure compliance with safety policies and procedures, report and investigate accidents, maintain safety awareness, and promote WH's safety program.

Customer and Internal Relations

- Achieve customer satisfaction of products and services, maintain efficient fulfillment, cultivate the internal team, and direct outsourced services.
- Continually improve customer experience, create engaged customers, and facilitate organic growth.
- Continually improve operational systems, processes and best practices that promote organizational well-being.

Installation and Service:

- Coordinate all installation and service processes including monitoring consistency by instructing and setting guidelines.
- Ensure fast, cost-effective, and quality installation, service and aftercare of the products and services we provide. Assist with customer issues or complaints.
- Oversee product inventory and procedures, with the goal of ensuring low inventory discrepancies as well as low inventory levels. Coordinate purchasing of materials and bidding when appropriate.
- Maintain relationships with and inspect the work of contractors.
- Keep abreast of industry standards, practices and code requirements. Coordinate and implement changes when necessary.
- Manage license requirement training for all field staff.
- Ensure after-hours trouble calls are attended to in a timely fashion.
- Maintain knowledge of all industry trends and changes and ensure compliance with all safety rules and regulations.

JOB REQUIREMENTS

- 5+ years of field operations experience.
- 3+ years of Low Voltage and networking experience.
- Current PLT license, or ability to achieve PLT, and valid driver's license required.
- Detailed knowledge of security system installation operations.
- Skill and ability to use computers and related software for maintaining spreadsheets, word processing, reporting, presentations, and e-mail.
- Ability to adapt to rapidly changing business circumstances and thrive in an environment of continuous change and ambiguity.
- Ability to build and maintain effective work relationships, both internal and external, and establish credibility.
- Ability to plan, organize, and prioritize time/workload to accomplish tasks and meet deadlines.
- Ability to coordinate assignments and handle multiple complex tasks concurrently.
- Ability to self-motivate, working independently and as part of a team.
- Ability to reduce complex issues into clear and concise language.
- Strong skills in interpersonal relations, problem solving, decision making and presentations.
- Ability to set a vision and influence others to support common goals.

JOB COMPETENCIES

Member / Customer Service

- Displays courtesy and sensitivity
- Manages difficult or emotional situations
- Meets commitments
- Responds quickly to member / customer needs

Dependability

- Responds to requests for service and assistance
- Follows instructions, responds to management direction
- Takes responsibility for own actions
- Commits to doing the best job possible
- Keeps commitments
- Meets attendance and punctuality guidelines

Leadership

- Exhibits confidence in self and others
- Inspires respect and trust
- Reacts well under pressure
- Shows courage to take action
- Motivates others to perform well

Planning and Organization

- Prioritizes and plans work activities
- Uses time efficiently
- Plans for additional resources
- Integrates changes smoothly
- Works in an organized manner

WORKING CONDITIONS

Requires working inside in a controlled environment and outside in varying weather conditions. Requires sitting for extended periods of time. Requires traveling (driving) at times with short notice. Requires hearing within normal range. Requires vision within normal range.