



## Job Description

**Date:** Feb 26, 2018

**Job Title:** Partner Operations Manager

**Location:** Based in greater Boston, MA

**Travel:** 25% to 50% in North America

### Company Overview

CO2 emissions from transportation recently surpassed the power sector as the largest source of greenhouse gas emissions in the United States. Fleet vehicles account for over 25% of these emissions yet account for only ~5% of the vehicles on the road.

XL Hybrids is a pioneering developer of hybrid electric and plugin hybrid-electric powertrains that reduce oil consumption while also providing a good financial return. Our systems are available on Ford, GM, and Isuzu vehicles, and we sell to the largest fleets in the world such as Verizon, FedEx and Pepsi. Our fleet-ready™ electrification systems deliver cost-effective solutions that enables commercial and municipal fleets to quickly and efficiently reduce transportation fuel consumption, lower operating costs, and measure performance to meet corporate sustainability goals.

Founded by alumni of the Massachusetts Institute of Technology, we are an ambitious and rapidly growing team, with a state-of-the-art engineering facility in Boston. We are rapidly deploying our technology and are looking for high-energy, creative, and ambitious people to join our team.

At XL Hybrids we offer a competitive salary, meaningful stock ownership, 401K, health benefits. Additionally, we offer a fun work environment and the opportunity to enter a high-growth startup company. We are looking for candidates who have demonstrated leadership and excellence throughout their careers but are also excited about the prospect of creating positive change for our environment through the transformation of the fleet vehicle industry.

### Position Description

This highly motivated team leader will grow and manage all aspects of the XL Hybrids electric drive powertrain installation process throughout our network of North American installation partnerships. Our current installation partners operate over 25 facilities in the United States and Canada. We project additional facilities being on-boarded, and combined throughput of these facilities growing to 250+ installations per month. This team member will leverage interpersonal and technical skills, as well as technical acumen and mastery of XL Hybrids' technology, to successfully train and audit our installation partners' technicians to work autonomously. This team leader will directly supervise 2-3 technicians and report to the Production Director.

### Key Responsibilities

- Attain technical mastery of the operation, specifications, and installation steps of all XLH electric drive powertrains (Note: This team member will personally perform and instruct all aspects of system installation)
- Lead, mentor, and grow our expert team of in-house Production Technicians (2-3 members)

- Work with XL's production and supply chain teams, and national installation partners to schedule concurrent production runs across North America
- Author and continuously improve electronic work instructions on our web-based, interactive Technician Portal
- Manage XL's Installer Certification Program, ensure compliance with major OEM certification programs, and set standards for in-house technicians and partner installers.
- Perform hands-on and remote training to certify partner installation technicians, refresh their currency, or cross-train between different vehicle platforms
- Organize periodic audits at installer locations to ensure work instructions and safety procedures are being followed accurately
- Champion continuous improvement throughout all aspects of the installation value chain – from sales handoff to final delivery
- Select and track meaningful installation-related metrics
- Expand XL install network by outreaching to and developing relationships with additional installers, and negotiating installation agreements
- Participate in engineering design reviews to provide direct feedback to XLH engineering team on product design to ensure safe, simple, reliable, and low-cost installation across all product lines
- Be responsible for using the corrective action process to recommend revisions to installation procedures, service manuals, and BOMs for XL products, and help implement/document those changes
- Support inventory activities, including managing reverse logistics of defective components from installer locations (RMA/MRB)
- Keep upfitters abreast of XL Hybrids' evolving product line, and product development pipeline to identify opportunities for sales

**The ideal candidate will have:**

- Demonstrated track record of leading small teams in remote and/or ambiguous operating environments to achieve joint success (problem solving, negotiation, meeting deadlines, and capturing lessons learned)
- Record of professionalism and leading by example (cooperation, courtesy, assertiveness, non-defensiveness, accepting and providing constructive criticism, and fostering team culture)
- Comfortable interfacing with all levels of an organization, from floor technician to company VP
- Eagerness to contribute, and motivate your team to contribute, in cross-functional ways throughout our rapidly growing organization
- Experience training others to perform highly technical tasks (eg. technical sales, engineering, manufacturing, transportation, assembly, installation, etc.)
- Ability to effectively communicate technical information, including experience writing technical documentation or user manuals
- Comfortable managing multiple personnel and projects simultaneously (mastery of MS Office suite required, experience with ERP systems a bonus)
- Bachelor's degree

**Contact:**

Interested applicants should send a cover letter and resume to [agregg@xlhybrids.com](mailto:agregg@xlhybrids.com) Attn. Andrew Gregg, Director, Production Operations

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