



**Job Position:** Regional Installation and Service Supervisor- APAC  
**Location:** Asia Pacific

Due to a rapidly increasing global demand for our Skyfold products, we are now evaluating candidates for the position of: **Regional Installation and Service Supervisor- APAC**

Skyfold strives to achieve the highest levels of Lean excellence. Skyfold is a forward-looking innovative company that constantly pushes to reach higher levels of efficiency and customer service. The Regional Installation and Service Supervisor will be an integral part of this effort.

The position is full time and the requirement is immediate. The position reports to the Manager – Installation and Service.

**Responsibilities:**

- Provide onsite Installation Training to new and existing Skyfold dealers in the APAC region. Conduct training sessions to teach new and experienced installers the proper steps to install the various Skyfold products.
- Evaluate and document training of dealer personnel for Skyfold Installer Certification and for service records.
- Assist Skyfold dealers with installation, troubleshooting and repair inquiries concerning Skyfold partitions via onsite visits, phone calls, skype, and email correspondence.
- Accountable for installing our Skyfold products on time as per agreed target dates.
- International travel is required 90% of the time and could include weekends.
- Coordinate ordering, release, and delivery of parts associated with the installation, maintenance and repair of Skyfold partitions to the dealers.
- Manage an inventory of commonly required parts in the region to be taken onsite or couriered to dealers to service Skyfold partitions.
- Communicate Skyfold partition and dealer related issues via the Skyfold CRM Service Log in order to track these occurrences as part of our continuous improvement efforts.
- Support and assist sales and marketing personnel and clients in the region by providing relevant technical guidance concerning Skyfold partitions.



### **Training, Experience, Knowledge and Skills:**

- College or Technical School Training: Electromechanical Diploma or 5 years similar experience.
- Able to read architectural, electrical, mechanical drawings, and specifications.
- Strong troubleshooting capabilities of electromechanical systems with good understanding of electronic parts, motors, tools, etc.
- Minimum of 3 years Customer service experience (over the phone and in person preferred).
- Good communication skills in English and Chinese required (Mandarin preferred). Other languages relevant to the region will be considered an asset.
- Basic computers skills are required. Comfortable working with Microsoft Office, Excel, AutoCAD, & other office software
- Experience in writing reports, technical installation manuals, etc. Able to translate documents, training presentations, manuals into Chinese.
- Construction site or construction experience is required. Experience working with General Contractors and subcontractors in a collaborative effort.
- All Skyfold product training is provided by Skyfold.

### **General Requirements:**

- Valid driver's license and passport and ability to travel in the region and globally as required.
- Good physical condition and manual dexterity are good attributes as the position can be physically demanding.