

<b>Job Title:</b>	Director, Field Services	<b>Date:</b>	May 2018
<b>Reports To:</b>	Vice President, Operations	<b>Business Unit/Location:</b>	CF Rail Services
<b>Direct Reports:</b>	Supervisor, Field Services	<b>Department:</b>	Field Services- Operations
<b>FLSA:</b>	Exempt	<b>Written By:</b>	

### Job Description

#### SUMMARY

Responsible for carrying out the company's strategic plan for growth while overseeing all activities for the Field Service and Mobile operating units ensuring optimum utilization while maximizing efficiency. Provide leadership, expertise and direction to achieve operational growth and financial goals and key customer service targets.

Responsible for providing both strategic direction and day-to-day management of field operations including technical aspects of field programs. Works cross-functionally and collaborates closely with other leaders to ensure achievement of targeted objectives. Provides leadership, strategic direction, and effective coordination of activities in order to ensure market profitability and customer satisfaction. Develops and manages budget set for department/functional area including operating expenses, capital budget, forecasting and strategic planning for the field services operations.

#### ROLE AND RESPONSIBILITIES

1. Evaluates new market opportunities, prospect for new customers and enhance business relationships with current customers.
2. Partners with DOS to identify targeted customers/locations for new mobile operations opportunities.
3. Manages all financial aspects of repair operation to ensure profitability results meet or exceed strategic business objectives.
4. Partners with DOS for RFP's and project quotes for railcar repair services.
5. Ensure that the established performance goals, quality standards, and monitor both quality and quantity of all facets of the repair operations meeting operational and financial objectives across the network.
6. Interacts with customers to ensure satisfaction, manage customer expectations, and set agreed upon production goals.
7. Partners with Site Leader to create location specific budgets annually, track weekly performance measures verse budget expectations. Responsible for tracking the overall Field Service performance to budget on a weekly basis.
8. Works with Operations Supervisor to develop relevant budgets and operating plans to complement the corporate strategic plan, controlling expenses in all areas of the operation in compliance with budget targets.
9. Maintains an adequate quantity of all necessary material and supplies required to operate the repair facility in keeping with safety, quality, productivity, cost and economic earnings.
10. Establishes department wide goals and develop plans for continuous improvement in the areas of safety, quality, cost, throughput and economic return.
11. Attends training, in-service, conferences, and meetings as necessary to understand current car repair standards
12. Develops and maintains customer relationships, including responding to customer inquiries on potential projects that support the company's growth objectives.
13. Sets a positive example and conduct activities consistent with the core values of CF Rail Services contributing to a positive environment for communication, empowerment, and continuous improvement.
14. Leads all employees in the safety initiatives and adhere to all railcar safety procedures.
15. Ensures staff development across entire field service team including the motivation of site personnel ensuring that operations are performing efficiently and maximize growth opportunities to produce high performing teams.
16. Manages all aspects of the employee life cycle including hiring, recognition, goal setting, coaching, development, performance improvement, and off boarding.
17. Conducts mid-year and end of year reviews with team including goal setting and progress checks on goals. Work with team members to on development opportunities.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.

Duties, responsibilities and activities may change at any time with or without notice.

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<p>18. Communicates effectively with internal employees to enhance their productivity and foster a positive cooperative spirit between internal departments.</p> <p>19. Ensures that the facility meets and operates within all applicable local, state, and federal regulations in safety, environmental, labor, and transportation.</p> <p>20. Promotes the repair facility and Change for the Better within the community through involvement and support of projects that enhance the living standards of the community.</p> <p>21. Maintains regular office hours when not travelling.</p> <p><b>QUALIFICATIONS AND EDUCATION REQUIREMENTS</b></p> <ul style="list-style-type: none"> <li>• Bachelor’s Degree, preferred (Business, Marketing)</li> <li>• Minimum 5 years’ industry experience</li> </ul> <p><b>SKILLS/ ABILITY</b></p> <ul style="list-style-type: none"> <li>• Ability to use creative/innovative approaches and effective judgment to identify, define, and resolve complex problems as well as assess the viability and impact of potential solutions from different perspectives.</li> <li>• Problem-solving skills such that others seek help to solve multi-disciplinary problems and the team-building skills necessary to exercise influence in accomplishing group objectives by achieving consensus and support.</li> <li>• The ability to identify targets and milestones and set up systems for information flow and plan where other disciplines must be considered or incorporated is required.</li> <li>• Ability to use diverse approaches and make decisions in the absence of a definitive framework or where few precedents exist, deal with pressure and conflict, and effectively communicate the organization’s goals and objectives.</li> <li>• Ability to influence both content and direction of discussions, establish a disciplined network that extends throughout the enterprise, lead external meetings, and strongly influence the business plan.</li> <li>• Strong preparation/ present skills, management briefs, formulate technical strategy with management approval, and conduct training.</li> <li>• Aptitude to adapt to changing business environments by redirecting strategies and/or services, demonstrate business vision in identifying opportunities for the company, take a strategic view of expenditure and controls cost effectiveness, and recognize value.</li> <li>• Ability to develop new techniques or approaches, advise and guide others, and focus on efforts to maximize profits and returns while meeting safety and environmental objectives.</li> <li>• Excellent oral and written communication and strong organizational skills.</li> <li>• High level of interpersonal skills to work in a team orientated, collaborative environment.</li> </ul> <p><b>SIGNIFICANT KNOWLEDGE OF</b></p> <ul style="list-style-type: none"> <li>▪ Rail car repair/maintenance business</li> <li>▪ Rail car repair/maintenance shop network management</li> <li>▪ Strong analytical skills and aptitude (including financial/budgeting acumen)</li> <li>▪ Lean Sigma</li> <li>▪ Computer applications</li> <li>▪ AAR / FRA</li> </ul> <p><b>PHYSICAL DEMANDS</b></p> <p>Work assignments involve standing, stooping, bending, kneeling, reaching, climbing, crawling, and crouching in strained and awkward positions for prolonged periods of time at various heights up to 20 feet. Uses hands, legs, and arms to climb vertical ladders to staging or suspended platforms. Lifts, carries, and sets up equipment and components that weigh up to 50 lbs. Employee must be medically certified to wear a respirator, as well as be able to wear respirators for prolonged periods of time.</p> <p><b>WORK ENVIRONMENT</b></p> <ul style="list-style-type: none"> <li>• Work will be performed outdoors and indoors, on and around heavy equipment.</li> <li>• Ability to work flexible hours</li> <li>• Travel approximately 60% to 75%</li> <li>• Travel to all site locations as required to support business needs</li> </ul>			

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*Note: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**EMPLOYEE SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**SUPERVISOR SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**By signing this JD, the incumbent acknowledges that he or she accepts the accountabilities as listed herein and this JD will supersede any other JD's signed previously.**