



Title: Director of Professional Services  
Location: Boise, ID  
Reports to: Vice President of Services and Support

## Overview

The Director of Professional Services manages field-based technical personnel and sales-related projects for HydroPoint. This position oversees the design, bid/award, installation and delivery phases of projects and is responsible for billable and non-billable technical services. The Director of Professional Services will oversee the product specialist team, the Director of Contractor Services, and the project management team. The Director of Professional Services works onsite in Boise, ID, and up to 25% travel per month may be required.

## Key Responsibilities

- Manage all Product Specialist resources (job metrics and performance, calendar, schedule, priorities, training, and hiring).
- Communicate effectively to sales, customer support, and executive management on the deployment and utilization of resources.
- Oversee the development and training of a network of sub-contractors to complete installations of WeatherTRAK equipment. These include both landscape and general contractors.
- Manage the design, bid/award, installation, and delivery phases of all projects
- Administer the contract process with sub-contractors on a per-project basis.
- Assist in delivering annual revenue goals for Professional Services.
- Work with sales and finance to create service proposals that deliver acceptable gross margins.
- Track and evaluate financial success of each billable engagement to ensure profitability of department.
- Pro-actively identify problem areas and resource constraints that will impact revenue goals, and escalate actionable recommendations to executive management.
- Provide weekly progress reports on all deployments.

## Required Skills & Experience

- Experience managing multiple, time-sensitive field installation or service projects simultaneously
- Ability to quickly identify logistical and operational obstacles and the ability to find timely and efficient solutions that remove those obstacles and ensure the project's deliverables are on time and per specification
- Experience speaking with both customers and partners
- Ability to design, communicate and lead, professionally coordinated multi location projects.
- Ability to remain calm and clear minded in a vital company role that directly impacts both revenue and customer satisfaction.
- The ability to effectively manage multiple tasks and multiple projects
- Intermediate to advanced estimating and scheduling expertise
- Familiarity with construction estimating techniques and their associated costs



- Proficient and technical knowledge of construction, methods, and procedures
- Team development and management
- Skilled in Excel
- Experience managing budgets with profit and loss responsibility
- Minimum of ten years experience in the landscape or construction industries, including: production landscape implementation, landscape maintenance, irrigation repair, irrigation design/specification (field work history required), general contracting, home building, or construction.

## Desired Skills & Experience

- Spanish language skills
- Experience in designing and implementing irrigation audits
- Experience working in landscape or irrigation design industry
- Strong knowledge of water conservation and irrigation principles
- Availability to travel for pre-sales, training opportunities, and other industry events
- The ideal candidate has experience in one or more of the following industries: landscape irrigation or maintenance, general contracting, home building, commercial construction, or civil engineering

## Background

- Proven project and people management skills
- Excellent verbal and written communication skills
- Proven success in working and building relationships with partners

## About HydroPoint

HydroPoint is the leader in smart water management solutions, helping companies to maximize water savings, reduce operating costs, minimize business risks, and achieve sustainability goals. An EPA WaterSense® Partner of the Year, the company combines the latest in IoT technology, data analytics, and automation to optimize irrigation, flow management, and leak detection across an entire site. HydroPoint solutions deliver visibility and control for a broad range of commercial, government, education, and community applications. Located in the San Francisco North Bay, HydroPoint has been helping the world save, and not waste, water for more than 15 years. Our mission is to make the best and most efficient use of our world's most important resource.

HydroPoint provides a competitive compensation package including salary, incentive stock options, 401(k) retirement plan, paid time off and holidays, and comprehensive health benefits.