

# Manager Customer Projects

## Drive & Lead Performance Full Profit Centre Management

Our client, a well-established and very successful company is recognised as a premier provider of services in engineering, construction and maintenance to asset owners in the utility, industrial, commercial, resources and infrastructure sectors. They strive for continuous improvement in every aspect of the business with a deep commitment to employee training, development and health & safety. The Customer Services Manager fulfills a key role within the senior management team of the company's biggest business unit which operates in the Electricity Supply environment.

The key thrust of this role is to lead, drive and manage the performance of a significant revenue based profit centre. This will be achieved through developing strategic goals and initiatives, business planning and a "lead from the front" management style that communicates clear expectations and applies a just culture. The ability to work within a process driven business, oversee multiple project activities and competently manage customer relationships is essential. This will require an individual with excellent interpersonal, negotiation and communication skills with the ability to demonstrate a high level of commercial acumen and a dynamic people management style.

Applicants for this role will require at least ten years' experience in the electrical, construction or engineering industries with a successful track record of leading people at all levels and possess a passion for safety, quality and environmental management. Experience in managing complex contracts requiring strong KPI deliverables, exceeding customer expectations and possessing sound business development and relationship management skills is essential. Tertiary qualifications in engineering are required with an element of business management preferred. We seek a career minded, aspirational and dynamic individual with the ability to really add value and make their mark. The remuneration package, which includes a company vehicle, medical insurance and a generous superannuation contribution, is structured to attract and retain a top performer.

Applications will only be accepted through Cook Executive Recruitment. Please write to, or telephone, Rowen Greatbatch in strictest confidence quoting reference number 2836 or email to [recruit@cookexecutive.co.nz](mailto:recruit@cookexecutive.co.nz) or apply online to [www.cookexecutive.co.nz](http://www.cookexecutive.co.nz)



**COOK EXECUTIVE**  
RECRUITMENT LIMITED

EXECUTIVE SEARCH AND SELECTION  
PO Box 5408, Auckland 1036. Phone 0-9-309 3886, Facsimile 0-9-309 3890