



Design and Engineering Department

Job Position: Director of Internal Operations and Customer Success

To Applicant;

EnergyScape Renewables is growing and we need your help! Join a winning team- A leader in Solar Design & Engineering Services, we provide solar PV designs, drafting, modeling, engineering, and quality checking services to some of the leading solar installation companies in the USA. This rapidly growing company has historical success in all markets and is looking to continually grow the portfolio through the addition of motivated and enthusiastic team members.

EnergyScape Renewables is looking for a Director of Internal Operations and Customer Success to join our Company located at our Branch office in [_____]. We are looking for result-oriented candidates with a passion in the renewable energy industry. The Director of HR and Administration will manage all employee relations, company benefits, and ensure company compliance with all state and federal employment regulations. Work with the team leaders to update company policies and properly communicate changes to staff. Provide guidance and direction to executing strategies related to recruiting and retaining high-quality, competent staff and successful onboarding of new staff.

Responsibilities

- Manage and oversee all Human Resource functions within the Human Resources Department.
- Management and oversight of all company benefits, insurance policies, and employment procedures. Ensure that compensation is competitive in the marketplace, develop compensation practices and organizational hierarchy and structure.
- Update and maintain employee handbook policies and procedures that comply with state and federal laws and are consistent with EnergyScape Renewables practices.
- Work with leaders in the departments on the development of new policies.
- Work in collaboration with legal counsel to ensure company compliance with all state and federal employment regulations and human resource practices.
- Provide opportunities for employees to ask questions, address concerns and resolve issues that may arise. Initiate communication to employees about any policy changes, upcoming events, etc.
- Manage performance appraisal process for supervisors and staff that include the Performance Improvement Plans (PIP's) and the progressive disciplinary process.
- Prepare and file reports of accidents and injuries of employees while on duty. File and manage workers compensation claims. Ensure proactive measures are taken to maintain a safe work environment for staff.
- Assist with the recruitment of new staff and create job postings.
- Assist with preparation of all necessary materials and documents for new hire orientation sessions, and orienting new employees to the organization.
- Work in collaboration with team leaders to manage training schedules for both new and seasoned employees.
- Direct and coordinate various activities designed to promote and maintain a high level of employee engagement and morale.

- Maintain employee confidential information and maintain filing of personnel files, payroll, medical records, training documents, new hire paperwork, contracts, wage information, performance reviews, disciplinary actions, insurance and benefits enrollments, etc.
- Prepare employee separation notices and related documentation and conduct exit interviews to determine reason behind the separation.
- Coordinate meetings with clients and ensure customer satisfaction and provide report to management on a weekly basis

Requirements

- Highschool Diploma or GED
- Excellent written and verbal English communication skills.
- Be detail oriented & extremely accurate
- Be able to work independently and as a team
- Ability to identify and prioritize key areas of improvement.
- SHRM-CP or SHRM-SCP would be a plus, but not required.

PHYSICAL DEMANDS

- Ability to perform normal office duties
- Ability to operate office equipment including computers
- Ability to interact and participate in meetings

Job Location :

BENEFITS :

Competitive Pay structure

Employee Provident Fund

Health Insurance

Opportunity for Personal & Professional Growth

Paid Holidays