

## Associate Vice President- Technical Services-54701

### Description

ARAMARK Technical Services provides a variety of architectural and engineering consulting services including but not limited to energy management, capital project management and building commissioning in all markets served. The results have been impressive: \$7 Billion in projects commissioned, \$3 Billion in capital projects managed and over \$400 million in energy savings. Technical Services delivers these services through years of technical expertise and professional experienced engineers, project managers, planners and analysts. This talented team of approximately 120 professionals uniquely positions ARAMARK Higher Education and Education (K12) to assist clients in assuring that their assets are optimized and their cost appropriately managed.

### POSITION SUMMARY:

National responsibility for ARAMARK's Technical Services operations including leadership of more than 100 engineering & technical professionals, six direct reports, and more than 100 engineering and technical services engagements. Service portfolio includes Energy Management, Building Commissioning, Capital Project Management, and Environmental Sustainability Services.

### Primary Responsibilities:

- Executing upon the Technical Services vision and strategic objectives
- Updating and executing the 5 year strategic plan
- Creating a vision for broader business impact for technical services
- Ensuring team engagement, advocacy, and functionality
- Building technical and managerial competency and capacity
- Attracting and retaining top level engineering talent
- Creating an organizational structure that ensures scalability
- Driving revenue and margin growth of the portfolio of services
- Ensuring operational quality and improving efficiency of service delivery
- Protecting ARAMARK's reputation and prudently mitigating risk
- Building broader and deeper senior level relationships across the enterprise
- Creating sponsorship and advocacy for the team and capabilities across the business units
- Interfacing with and influencing multiple internal stakeholders across business units
- Increasing marketplace differential and accelerating growth for the Higher Education and K12 business units

### RESPONSIBILITIES:

Reporting to the Vice President, Higher Education Facility Services, the AVP will hold a senior leadership role in managing the operating project portfolio for both internal and external Technical Services clients within our Higher Education and K12 businesses. This individual will manage a team of both regional and functional Directors on the Technical Services team, and partner closely with them to drive client service through consistent delivery and execution of operational demands within each of the defined projects/engagements.

The AVP will also be responsible for delivering service innovation and consistent technical operational execution, while accelerating results and outcomes for the broader K-12 and Higher Education businesses. They will delegate regional project work flow to the appropriate Regional Directors in each of the four respective regions, and explore cross-regional synergies to leverage best practices and/or opportunities to further mature the level of response to client demands through a collaborative approach to managing the portfolio of client projects. They will ensure

consistent innovation and execution of the core services of Energy Management, Environmental Sustainability, Building Commissioning, and Capital Project Management through leadership of the four Functional Directors and their respective teams.

This individual will also be charged with advancing employee growth and development, to elevate the level of business development and client engagement, to drive new business opportunities and growth of the Technical Services business.

Direct accountability includes ensuring service quality and financial performance, managing technical client relationships, leading vertical technical services sales opportunities, accelerating connection with Higher Education operating regions and ensuring support and advocacy, and people management and development. There are 4 Functional Directors of Technical Services reporting directly to this AVP role, as well as one Managing Director, with a total team of approximately 120 technical professionals.

The AVP will ensure that strategic plans are supported by operating plans and budgets; s/he will also lead the execution of these programs. In addition, this person will provide leadership to recruit and staff a high performing team.

Additional responsibilities will include, but not limited to:

- Continuously look for new revenue streams and ways to improve profitability to enhance margins and to achieve sustainable competitive advantage. The scope of potential opportunities will vary across a wide spectrum of projects within the Technical Services portfolio, and this individual will evaluate these opportunities in partnership with the Managing Director, Functional Directors and the Vice President, Facility Services.
- Participate in strategic planning, budgeting, and quality audits to ensure operational excellence. Establish efficient and timely quality metrics to ensure accountability.

#### ACCOUNTABILITIES OF THE ROLE:

The primary accountabilities of the role are represented below (but not limited to):

- Leadership responsibility for 120 or more people
- Leadership and management of 5 - 6 direct reports
- Overall accountability for 100 or more client relationships
- Senior client relationship management
- Facilitate and develop relationships with senior ARAMARK Operating Team
- Implementation and oversight of comprehensive training program
- Interface and direction for marketing efforts related to the four primary service offerings (Energy Management, Building Commissioning, Capital Project Management, and Sustainability/Strategic Planning)
- Implementation of key Technical Services' strategic objectives
- Internal immersion training oversight and coordination for sales and operating teams

#### Qualifications

#### EXPERIENCE REQUIRED:

The successful candidate will have 15 years of total experience with a minimum of 3 years in a leadership capacity, P&L responsibilities and managing a broad project portfolio.

Industry expertise from within the Construction Management, Facility Management Services, and Building Controls Management Industries is highly desired.

Additional Experience Required:

- Strong leadership experience managing teams of engineers, architects, construction leaders, and/or other technical operational teams to deliver on time and execution against timelines, expectations and client commitments associated with defined contracts/specs desired.

- Demonstrated successful project completion through managing at times with no formal authority, changing landscapes and the maximization of resources.
- Must have experience in working within a matrixed/complex/multiple client environment in a leadership/management capacity.
- Success in contributing to defining, communicating and implementing the vision of the business.
- Must have excelled in evaluating business opportunities for operational initiatives and defining the project scope.
- Must have an advanced understanding as it relates to operational execution, the partnering of a team of technical professionals with operations and be able to demonstrate/communicate this concept at various levels in the organization
- Excellent track record of identifying technical/managerial/professional areas of development for team members that will breed success, foster an environment of learning, formulate/implement plans that address the developmental areas and highlight the contributions that are or will be made to the strategic plan and to the growth of the organization through successful completion.
- Experience in the successful driving of healthy, strong relationships within a team, cross lines of business, within regional operational teams and with customers (internally and externally) that will enable them to become a partner and eventually an advocate.

#### LEADERSHIP EXPERIENCE REQUIRED:

As a manager of people, the AVP, Technical Services will partner closely with the Vice President, Facility Services in developing a compelling vision for the team and encourage the execution of that shared vision. The ultimate goal will be to emerge the Technical Services business to a growth engine for the company. This person will have proven success in attracting and retaining a team with development and operational skill sets. Any experience in motivating teams working in remote locations would be a plus.

Specifically, the AVP, Technical Services should have demonstrated expertise to:

- Inspire, lead, and motivate employees - serving as a role model.
- Partner with indirect resources to leverage partnerships, information, and skills within Technical Services, and across other organizations within the ARAMARK operating portfolio.
- Develop business, keeping an eye out for potential additions via management contract to the ARAMARK portfolio.
- Communicate at all levels; knowledge and confidence to articulate the company's strategic goals and objectives.
- Influencing people to commit and accept responsibility for actions combined with the patience to listen and respond.

Leadership of diverse, cross-functional teams with the ability to leverage internal resources at ARAMARK is critical. The AVP, Technical Services should bring the credibility to lead a matrix-management organization, including experienced Regional Management, in achieving operational excellence. Experience running multi-functional teams, including resources such as sales/marketing, business development, finance, and human resources across geographies is a key asset.

In addition, an understanding of the client-centric demands of a business-to-business operating model would be helpful. The highly complex financial acumen needed in this role commands a leader with sharp finance and business development/contract negotiation skills, and a wide range of emotional agility and intelligence to interact at all levels.

The travel expectations of this role are evident, so a comfort in traveling and working from offsite locations is needed.

In addition, the following competencies are instrumental to this role:

- **Business Strategy:** Ability to create, develop and promote a 'customer experience' utilizing operations, business development and relationship-centric strategies to deliver the highest quality service to both internal and external customers.
- **Strategic, Hands-On Leadership:** Ability to assess current teams and deficiencies in operational controls, and make necessary realignments to focus on growth and future development.
- **Entrepreneurial Style:** Dynamic, energetic, and outward facing, with the ability confidently to present operational and/or financial information and create buy-in on new ideas.

The AVP should be an entrepreneurial and inspirational leader - someone who combines vision and urgency for the company, with ambition to grow personally. He or she will have both charisma and practical know-how, someone who communicates a sense of urgency, demonstrates a results orientation, and empowers others, holding them accountable to achieve results for the Company. The right person for this job will maintain the highest level of personal integrity and professionalism, and will represent ARAMARK Technical Services to customers, suppliers, investors and the trade.

#### KEY COMPETENCIES REQUIRED:

- Ability to lead and promote advocacy
- Ability to develop and relate vision for growth
- Ability navigate through changing and complex landscapes
- Ability to engage key stakeholders, strategically implement our business model and drive relationships
- Ability to manage and juggle multiple engagement opportunities within and throughout the following: Technical Services team, matrix organization, cross multiple lines of business, within single lines of business, regionally and operationally.
- Capacity to balance and efficiently manage multiple competing priorities
- Breadth of technical knowledge and experience
- Track record for successful performance and people interaction at multiple levels
- Track record of leading technical professionals and building a team orientated atmosphere
- Credibility, maturity, business acumen and results orientation
- Ability to effectively leverage resources across a broad range of opportunities
- Ability to lead with and without formal authority
- Ability to manage a diverse customer portfolio

#### EDUCATIONAL REQUIREMENTS:

An undergraduate degree (Bachelors degree) is required.

Engineering degree preferred

Professional Engineering license a plus.

Job: Engineering Primary Location: US-PA-Philadelphia

Organization: Higher Education Education Level: Bachelor's Degree (±16 years) Travel: Yes, 75% of the time