

Field Manager, Dandelion

New York

About Dandelion

Dandelion is a fast growing spin out of Google X, Alphabet's research lab. Our mission is to make geothermal energy the easiest, most affordable way heat and cool the home. The team brings together leadership experience from X, SolarCity, Tesla, Sungevity, and Mosaic to disrupt an industry that has seen very little innovation over the past 100 years. You'll be joining an early stage company with fewer than 20 people, on the team with the opportunity to influence the future of heating from the ground up.

Description

The Field Manager will play a critical role in building and scaling Dandelion's geothermal partner network. This role is responsible for helping installers grow their sales and installation volume by improving efficiencies and standardizing processes with a problem solving attitude. The role will be assigned geographical area and act as the partner's main point of contact at Dandelion.

The Field Manager will be expected to contribute collaboratively as part of a small team, as well as work independently with minimal oversight; deliver solutions quickly, adapt to changing business needs; and demonstrate a growth mindset. This position will report to the Vice President of Operations.

Key Objectives

- Assist partners with anticipating and navigating growth challenges.
- Meet frequently with key partner representatives in sales and operations to implement processes and drive key metrics: sales conversion, installation completion, project velocity, customer satisfaction, etc.
- Work closely with partners to provide and routinely update accurate 90-day sales and installation forecasts to Dandelion.
- Assist partners with managing sales and project pipelines.
- Perform project QA, confirm completions, and approve payments for processing.
- Onboard and train new partners in existing and expansion regions.
- Work collaboratively with partners to identify and implement efficiency gains

Desired experience

- Sales and/or installation field experience in HVAC
- Proficiency in design and sizing of geothermal systems
- Experience in ductwork and duct sizing
- Experience with hydronic system retrofits
- Familiarity with vertical and horizontal drilling process
- Thorough understanding of cost elements in geothermal installation
- Knowledge of New York State permitting requirements and NYSERDA incentives
- Experience in rapid pace work environment with competing priorities
- Experience with channel partnership business model, preferably in another partner account manager role

Required

- Experience with training others on technical topics and processes
- Experience with industry best practices in system sizing and design (Manuals J/S/D)
- Significant travel between Dandelion office and partner' offices around New York State
- Desire to work in a growth oriented, flexible, early stage environment
- Excellent communication skills in verbal and written English
- Team player, high sense of responsibility
- Sense of humor a major plus

Compensation

Compensation commensurate with experience. The compensation package includes health, dental, and vision benefits as well as stock options. This is a great opportunity to make a big impact at an early stage company in an exciting corner of the energy industry.