

NOW HIRING

DIRECTOR OF PROFESSIONAL SERVICES

#FARMERPOWER

Farmobile LLC is a growing AgTech startup passionate about helping farmers to collect, share and monetize their data for real-time visibility, better insights and revenue opportunities to strengthen farm families. Farmobile brings that mission to life with a culture founded on employee empowerment, mutual respect, collaboration and fun. Led by CEO Jason Tatge, Farmobile's team is 100% committed to organizing the industry by delivering never-before-seen technology to farmers while maintaining trust and transparency with customers. The team is full of rock stars, who work "hard and smart" to solve some of agriculture's biggest challenges. It is an amazing place to work. Join us!

DESCRIPTION

Farmobile is seeking a highly engaged Director of Professional Services with a passion for agriculture, technology, and experience organizing and leading professional services that make customers happy. The Director of Professional Services is a core member of the leadership team, focusing on organizing projects and initiatives for external Farmobile stakeholders--customers and vendors--and internal Farmobile stakeholders. Customer facing projects include Farmobile Services+SM offerings such as data management, reporting, install and training, and strategic planning projects. Internal projects include product development, as well as business and technology initiatives.

The Director of Professional Services leads a team of Project Managers, Business Analysts, Data Analysts, and Business Intelligence Analysts. They work closely with customers, vendors, and a team of highly skilled and experienced engineers, product owners, analysts, and customer service professionals to deliver quality deliverables that make our customers happy. They are committed to being servant leaders for the team to increase collaboration, innovation, and trust while removing roadblocks.

RESPONSIBILITIES

- Ensure customer success and company vision is realized through excellence in program and project management, business analytics, data management and business intelligence
- In partnership with the leadership team and peer group, organize and manage key initiatives to support the Commercial and Delivery teams
- Maintain regular communications with the customer and internal stakeholders on large or critical projects; maintain and grow relationships; act in the role of the "trusted advisor"
- Lead, coach, and mentor the professional services team to organize and deliver projects and tasks on time, within budget, and of the highest possible quality while effectively managing scope.
- Cultivate a passionate, results-oriented, hard-working yet fun team culture

REQUIREMENTS & QUALIFICATIONS

- 10+ years of experience leading high performance teams demonstrating progressive growth in program/project management, data management, and/or business analytics
- Proven leadership skills with an ability to effectively coach individuals and build strong, cohesive teams
- Experience working directly with customers and internal teams to drive world-class results; strong track record of relationship building to increase customer happiness and loyalty
- Ability to accept and embrace change within fast-paced business environment
- Solid problem solving, organizational and time management skills, including strong attention to detail
- Composure under pressure and ability to build consensus toward a common goal
- Experience working with cross functional teams to balance timely delivery with performance and quality
- Experience working with traditional and agile project management methodologies preferred
- Technical background with understanding of software development, web and database technologies preferred
- Background in production agriculture, precision agriculture and basic understanding of the industry preferred
- Bachelor's Degree

BENEFITS

- Collaborate with an incredibly talented team
- Innovate with big data in a dynamic, real-time environment
- Casual dress in a creative work environment
- Free lunch (and snacks and cookies and t-shirts...)
- Eligible for Farmobile's group health plans, including medical, dental, vision and other voluntary benefits

REPORTING DETAILS

- Reports to: Nathan Otto, VP Product + Customer Operations
- Direct Reports: Project Managers, Business Analysts, Data Analysts, BI Analysts

APPLY

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