

Director, Project Services

SUMMARY:

Reporting to the Chief Operating Officer, the Director, Project Services is responsible for integrating the business strategy, objectives, and customer requirements to execute a comprehensive array of consulting and support services on behalf of clients. Responsibilities include the ongoing planning, management and administration of client consulting and support programs in conformance with relevant laws, regulations, standards, test methods, and company quality system procedures as well as generally-accepted professional standards within the industry, where known or applicable.

ROLE AND RESPONSIBILITIES:

In accordance with applicable standards, regulations, and BMH quality system procedures, the Director, Project Services is responsible for the following:

- Provide day-to-day management and oversight of assigned client consulting and support programs to include developing and implementing plans for the operational infrastructure of support systems, processes, and personnel as required to meet client requirements and business objectives.
- Partner with the Chief Operating Officer and management team to establish growth and revenue targets within the defined area of responsibility, prepare and implement marketing and sales plans to achieve established targets and monitor/report to management on performance and any needs for improvement. Identify new and/or existing client support needs, define client requirements and expectations, and effectively establish and communicate proposed support solutions. Independently prepare client proposals and coordinate with the management team to negotiate contract terms as needed.
- Establish productive communication channels with clients and internal customers; maintain visibility of current and anticipated future client support requirements and expectations; identify and resolve operational problems; and take other actions as needed to assure client needs and business objectives are met. Conduct follow-up with management, customers, and staff to ensure client consulting and support services are delivered as planned; make adjustments as needed based on evolving business conditions or customer requirements, sometimes with little or no notice.
- Strategize, plan, deliver, and continually improve client consulting, training and support services in accordance with relevant contract requirements, client expectations, company quality systems, laws, regulations, and related industry and/or professional standards. Document project activities and collect/maintain records for assigned client programs/projects to demonstrate conformance to contract and other relevant requirements.
- Proactively and professionally communicate with clients and other stakeholders to gain and maintain support for assigned programs/projects. Coordinate delivery of services among different programs/projects to increase effectiveness and efficiency. Independently prepare and deliver project summaries, status reports, and other program briefings to clients, management, or other stakeholders as needed.
- Independently conduct audits, inspections, or other types of assessments according to standard methods and procedures. Objectively evaluate auditee conformance to requirements, specifications, standards, test methods, and/or regulations as applicable. Work from drawings, specifications, diagrams, schematics and/or verbal and written instructions as required. Ensure appropriate sampling techniques are applied, when required or appropriate.
- Identify, interpret, and classify deficiencies or findings based on objective and impartial assessment criteria and methods. Must be able to discern facts from opinion based on objective evidence.
- Prepare and/or review assessment reports for clarity, completeness, technical accuracy, and conformance to applicable reporting standards. Ensure assessment findings, to include nonconformities or opportunities for improvement, if any, are properly documented and communicated to clients and stakeholders as required. Follow-



up with assessment staff or others as needed to help drive reporting consistency and compliance to relevant standards.

- Monitor operational and financial performance within the defined area of responsibility; prepare applicable budgets; manage expenditures; analyze variances; and initiate corrective actions. Prepare detailed reports both current and with forecasting as needed.
- Promote and adhere to company accreditation/quality system standards as well as customer, federal, state, and local business requirements, enforcing compliance and taking action when necessary. Ensure that personnel are aware of their obligations for impartiality, confidentiality, and freedom from conflicts of interest, and provide for the competence, awareness, and training of personnel operating within the defined area of responsibility. Report known or potential conflicts of interest or risks to impartiality according to established BMH procedures; take appropriate actions to mitigate or eliminate such risks and maintain appropriate records.
- Represent BMH with clients, government and industry representatives, and business partners as applicable. In coordination with BMH management, pursue marketing and business development opportunities with potential new clients or additional/increased business with existing clients.
- As an active member of the BMH operations team, the Director, Project Services must be computer literate and able to be trained and perform audits, inspections, and/or tests as needed in varying field/lab/office/manufacturing conditions. The responsibilities and requirements described in relevant company quality system procedures and the “Field Auditor/Inspector” job description (such job description hereinafter incorporated by reference) will apply.
- All other duties as assigned.

EDUCATION/EXPERIENCE AND RELATED REQUIREMENTS:

- Requires a bachelor’s degree in a business, engineering, forestry, wood science, or related technical discipline and 5+ years of related experience managing client programs and delivering consulting or other support services is required. A PhD in forestry, wood science, or related field is preferred. An equivalent combination of education training, and/or experience is acceptable in lieu of degree or experience requirements.
- Strong knowledge of manufacturer, importer, distributor, and retailer supply chains, preferably in the forestry and wood products industry, is required. Must possess or have the ability to quickly develop extensive knowledge of governing standards, regulations, and/or test methods as needed to effectively perform the responsibilities of this role. Examples of applicable standards and regulations include, but are not limited to: CARB ATCM 93120, EPA TSCA Title VI (40 C.F.R. Part 770), U.S. Lacey Act (16 U.S.C §3371-3378 et. Seq.), California Proposition 65, California Transparency in Supply Chains Act, Anti-Dumping/Countervailing Duty (AD/CVD) and U.S. Customs laws and regulations.
- Must exercise sound management and technical judgment, superior ethics, and compliance to applicable policies and procedures in the conduct of job responsibilities. May directly supervise the work of others as required.
- Travel up to 50% may be required to fulfill the responsibilities of this role. Successful candidates must be willing to travel both domestically and internationally, sometimes with little or no notice. Individual must possess or have the ability to obtain a valid US passport, visa, or other foreign travel documents as required.
- Candidates must be capable of safely working in a variety of field, lab, office, and manufacturing environments. All BMH employees are responsible for conforming to BMH safety and security policies and procedures, as applicable. Must be capable of standing, sitting, or walking for long periods of time and must be capable of safely lifting and carrying loads weighing 25 lbs. or more. Periodic overtime including weekend or evening work is expected.
- Qualified candidates must be able to relocate to or reliably commute daily to Eugene, Oregon. Relocation assistance will be provided to the successful candidate if needed.

COMPENSATION:



- Competitive salary
- 6 paid holidays per year
- Paid vacation schedule
- Employer-sponsored health insurance plan
- Employer-sponsored retirement savings plan
- Relocation assistance

APPLICATION DETAILS:

Please send detailed resume and cover letter to info@benchmark-intl.com.