**Job Description**

**Vice President Service Excellence (Quality Management)**

**Roth IAMS** is looking to grow Our Team!

We are seeking an experienced and passionate **Vice President Service Excellence** to join our team!

**Imagine** working for a company that values its employees as much as its clients. **Imagine** taking a job and wanting to finish your career with that same company. **Imagine** a company that hires and invests in **full-time** professionals as opposed to relying on contract employees. **Imagine** a place where collaborative, passionate and consistently curious professionals come together to tackle the world’s deferred capital renewal and maintenance backlog crisis. **Imagine** your career……better.

**Roth IAMS** is an industry leader in providing world-class solutions in Asset Management/Capital Planning including FCAs, ADA Assessments, EAs and Capital Asset Database Management. We provide expertise to a wide variety of sectors, including higher education, K-12 education, municipal/local and state-level governments, healthcare, institutional, industrial, recreational and hospitality.

We are seeking skilled candidates that truly believe in the core values we, as a company, practice every day.

* **Collaborative** – only by understanding each other and our uniqueness can we tailor the best solutions for our clients;
* **Passionate** – our love for what we do and why we do it drives us towards excellence;
* **Consistently Curious** – we are always seeking knowledge and challenging the status quo.

***Position Summary:***

Reporting to the Chief Executive Officer, the Vice President Service Excellence leads all strategic and operational activities of Roth IAMS’ Service Excellence (SE) Team.

The SE Team, which comprises of Practice Leaders, Discipline Leaders and Technical Reviewers, core responsibility is the oversight of all aspects of Quality Management for Roth IAMS. The mission of the SE Team is to create and promote, through a spirit of collaboration, a culture of excellence, ensuring that our deliverables are of a high standard (technically, grammatically, etc.), and meet and exceed client expectations. To ensure harmony, the VP of Service Excellence coordinates the efforts between team members, and members of other Roth IAMS teams (Project Management Office, Operations, etc.)

As a member of the Senior Management Team, the Vice President Service Excellence contributes to the successful operation of Roth IAMS and actively participates in the development of Roth IAMS's strategic priorities and objectives leading to overall company growth and financial success.

The Vice President Service Excellence is responsible to facilitate the growth of Roth IAMS practices or service lines including Facility Condition Assessments, Accessibility Assessments, Structural Assessments and Data Management.

**Roth IAMS** is an equal opportunity employer. We celebrate diversity, equity, and inclusion in creating a welcoming and empowering environment for all employees.

***What we offer:***

* Competitive compensation package
* Comprehensive Health Benefit Plan
* RRSP Matching
* Bonus program
* Generous vacation entitlement;
* Summer hours and Christmas shutdown and
* Flexible hybrid work options

***What you offer:***

* Relevant College diploma or University degree (engineer or technologist) specializing in either in civil, structural, mechanical or electrical engineering, or a building science specialist.
* A licensed Professional Engineer or Certified Engineering Technologist.
* 10 - 15 years progressively responsible experience with at least 5 years in management.
* 15 years of experience in reviewing specialist and generalist level condition assessment (facility, structural, building envelope, etc.) reports.
* Advanced knowledge of the built environment and company operations required.
* Have strong understanding of pertinent Federal and Provincial building and fire codes;
* Have strong demonstratable technical writing skills. Open to adapt to our company report language, styles and formats;
* Excellent organizational and time management skills to ensure projects are delivered on time and on budget;
* Demonstrated ability to lead teams varying in size from small to large groups while achieving results;
* Strong interpersonal skills with ability to build effective working relationships, solicit co-operation and resolve conflicts
* Able to prioritize and focus associates on appropriate tasks
* Proficient with word MS Office and working knowledge of the Internet tools
* Works well under pressure and meets deadlines
* Strong ability to deliver presentations and other project related information (e.g. status, issues, and risks) to clients and/or senior management in concise and clear manner
* Works effectively in an entrepreneurial, collaborative team environment, and is able to direct and work in harmony with a diverse group of highly motivated and capable individuals.
* Must demonstrate ability to work independently while ensuring all results and contributions support the team and project goals and timelines.
* Solid judgment;
* Highly organized and effective in engaging others to influence, motivate and negotiate to achieve successful (project delivery/specific to the role)results
* Must have a commitment to the vision and mission of Roth IAMS
* An entrepreneurial spirit

***What you will be working on:***

* Oversees the management and delivery of quality for all client facing deliverables, and where issues and deviations are noted and ensure corrective and preventive measures are implemented to minimize re-occurrences
* Oversees compliance with Roth IAMS's employee policies and procedures and recommends additions to, and/or modification of, and other operating guidance of Roth IAMS, as part of the Senior Leadership Team
* Collaborates and negotiates with senior leaders across functions
* Champions a culture of quality awareness, accountability, and engagement at all levels within Operations, Service Excellence and Project Management by encouraging constructive feedback.
* Demonstrates and maintains a vision that aligns with the company's mission, and core values.
* Supports the Practice and Discipline Leaders by providing clear direction, setting manageable goals, encouraging and monitoring their development and professional growth.
* Establishes and manages ongoing achievement of objectives by the Service Excellence team including expected volume of reports to be completed within the required timeframe.
* Leads and manages the SE team by fostering a collaborative environment that ensures participation of all members of the team.
* Develops and implements a comprehensive quality management strategy and associated documentation that clearly sets expectations for quality assurance, quality control, and quality improvement initiatives.
* Oversees the management of quality, and where issues and deviations are noted and communicated and implement corrective and preventive measures to minimize re-occurrences.
* Champions a culture of quality awareness, accountability, and engagement at all levels by encouraging constructive feedback.
* Set goals and encourage team members to lead training sessions through Assessor Townhalls and other mechanisms.

***Work Environment***

* Hybrid work environment (in office 3 days a week)
* General office environment
* Light lifting (up to 10 lbs)

Please note that the description above is not a comprehensive listing of activities, duties or responsibilities that may be required of the employee and other duties, responsibilities and activities may be assigned or may be changed at any time with or without notice.

If you’re ready to make a change and want to become part of a rapidly growing company, please apply. We thank all candidates for their submissions, however only successful candidates will be contacted for interviews.

***Accommodation***  
Roth IAMS is committed to accommodating applicants with disabilities throughout the recruitment and hiring process. If you require any accommodation to apply or interview for a position with Roth IAMS, please reach out to [Careers@rothiams.com](mailto:Careers@rothiams.com) or directly to the recruiter you are working with. We are dedicated to work with you to best meet your needs.