

ABOUT SKYSPECS

SkySpecs helps owners of energy infrastructure make better decisions about maintenance and repair. We do this with a combination of autonomous drones to collect consistent, high quality data, and analytics tools that use this data to make better predictions about when maintenance needs to be done, how much it should cost, and how much more energy can be generated when a repair is done. SkySpecs, based in Ann Arbor, Michigan, is a venture-backed company with a rapidly growing global operations footprint.

WHAT WE'RE LOOKING FOR

SkySpecs is seeking an Operations Support Specialist to join the team based in Ann Arbor, MI. You will help plan, provision, execute, and manage numerous complex people and equipment operations throughout North America. You will be a jack-of-all-trades responsible for coordinating SkySpecs operations with site management, developing field KPI tracking systems to figuring out more efficient ways of scheduling drone operators and coordinating last-minute shipments of batteries to the middle of nowhere.

REQUIREMENTS

- Bachelor's degree in operations, engineering, logistics, project management, or similar.
- Practical experience utilizing process control, logistics, maintenance / tech support, quality, metrics tracking, or similar systems.
- Entrepreneurial spirit, work ethic, and flexibility. Must be able to handle high-level, long-term planning one moment and switch to fast-paced project execution the next.
- Must be comfortable making decisions independently and juggling multiple tasks with critical deadlines.
- Excellent analytical, organizational, project management, planning and communication skills; high attention to detail; consistent follow through; a stellar team player.
- Must be comfortable with ambiguity and fast, constant changes to "the plan" with the ability to adapt quickly and make it seem effortless.
- Must be able to manage competing interests while maintaining a sense of urgency and meet frequent short timelines, goals, and deadlines.
- Ability to work from our Ann Arbor, MI office on a full-time basis.
- A valid driver's license.

NICE TO HAVES

- Startup or tech experience.
- Wind energy / renewables background.
- 1-3 years of experience in operations or similar.
- Experience working with international customers and cross-cultural communications.
- Experience with international shipping, customs documentation, ATA carnets, etc.
- Experience with IATA Dangerous Goods packing and shipping procedures.
- Practical, hands-on experience with drones – or better yet, a drone / private pilot license!

POSITION: OPERATIONS SUPPORT SPECIALIST



THE WORK

As an Operations Support Specialist at SkySpecs, you'll be responsible for solving a variety of operational challenges, many of which will involve creating and implementing new processes, procedures, and systems from scratch.

- 60% operations project management: Significant, independent coordination with customers and contractors to understand logistics and scheduling constraints and support project execution. Track and manage field performance metrics and KPIs. Maintain and develop relationships with existing contractors, providing them feedback and improving our processes. Build and track project budgets to meet operations and company goals.
- 15% logistics / shipping. No reservations about hands on work. Pack equipment and batteries for deployments. Coordinate and execute the entire shipping process. Procure shipping material and keep it organized in the office. Manage international shipments. Understand logistics requirements for new countries.
- 5% operations engineering. Own, develop, and implement processes for inventory control, drone configuration management, personnel scheduling, data quality control, maintenance, field troubleshooting, etc.
- 20% jack of all trades. Documentation support, subcontractor support, EH&S, etc.

YOU ARE...

- A motivated self-starter able to prioritize, multitask, and operate in the fast-paced environment of a growth-stage startup company
- A problem solver that enjoys tackling issues without needing guidance on every step
- Comfortable creating processes and procedures where none may yet exist
- Excruciatingly focused on customer needs and professionalism
- A strong verbal and written communicator

THE PERKS

- A great downtown Ann Arbor office with access to coffee, shopping, bars, restaurants, etc.
- An open vacation policy (our policy is: Get your work done; be reliable; go above and beyond because you want to, and take rest and relaxation when you need it!)
- A flexible work schedule and work environment
- The option of working from home when your tasks allow it
- The respect of your teammates regardless of department or skillset
- A fun, energetic workplace that is open and accepting of all interests
- Health benefits

HOW TO APPLY

Please send your resume and cover letter to: jobs@skyspecs.com