

## HENRYBUILT JOB DESCRIPTION

### Field Expert: New York City & Mill Valley, CA

Henrybuilt is a multi-disciplinary, design-driven company that operates in partnership with two sister companies, Space Theory and Symbolic Frameworks. Henrybuilt is seeking a Field Expert to expand our ability to offer exceptional service to our clients. Field Experts are a part of Henrybuilt's strategy to ensure field-level challenges and opportunities are addressed swiftly and completely. This role is one that has multiple levels of impact: to improve our product at the source, enrich our trade relationships, and create an effortless homeowner experience. Field Experts are, in effect, our way to bring our Lifetime Warranty...to life.

#### Core Responsibilities

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- Resolve field issues locally and quickly, gather feedback and provide installation support
- Resolve on-site complex issues during or post-installation
- Lead the development of Henrybuilt's growing team of Certified Installers
- Vet and guide Henrybuilt's pool of general contractors, Certified Installers, and anyone we refer to clients to handle our product
- Lead the analysis of field-level trends to inform product-level, system-level, or company-level improvements
- Support Henrybuilt's team of Designers, Engineers, and Business Development professionals to ensure a full-team approach to improving our product and client experience.

#### Skills and Qualifications

- Proven ability to manage clients, teams and cross-team communication
- Experience in high-end product installation and/or general construction industries. Carpentry industry experience is a plus
- Analytical and problem-solving skills.

This position will be based out of our showroom in each location, with frequent local travel and occasional national travel.

Please send your resume to [careers@henrybuilt.com](mailto:careers@henrybuilt.com).

Take a look at our [portfolio of recent work](#) (password: long run) to get an idea of the breadth and caliber of work we do.