



Position Title Commercial Director
Location Burnaby, BC
Reports to Senior Vice President - Sales & Commercial Operations

Summary

Greenlane Renewables Inc., headquartered in metro Vancouver, Canada, is a leading global provider of biogas upgrading systems that are helping decarbonize natural gas. Our systems produce clean, low-carbon and carbon-negative renewable natural gas (RNG) from organic waste sources including landfills, wastewater treatment plants, dairy farms, and food waste, suitable for either injection into the natural gas grid or for direct use as vehicle fuel. With multiple core technologies, more than 110 biogas upgrading systems delivered into 18 countries and counting, and over 30 years industry experience and patented proprietary technology, Greenlane is inspired by a commitment to help waste producers improve their environmental impact, green credentials, and bottom line.

If you are passionate about joining a collaborative, growth-minded team to evolve a dynamic business in a new and fast emerging sector of the global renewable energy industry this may be the role for you! We are looking for an energetic Commercial Director who will be responsible for negotiating win-win system supply contracts with our customers and ensuring an exceptional customer experience in the delivery of our systems against these contracts. Playing a vital role in maintaining and building strong customer relations, the Commercial Director will lead a team of talented senior project managers responsible for successfully delivering Greenlane's biogas upgrading systems to our customers flawlessly and on-time, while meeting or exceeding project financial targets. The Commercial Director will also seize the opportunity to ensure seamless continuity between the sales and project execution phases of our work by leading a team of Sales Engineers who provide technical and commercial support to our sales team and are responsible for the accurate preparation of detailed customer proposals containing technical solution descriptions and commercial terms.

Duties & Responsibilities:

- Conduct front-end strategic assessment of business pursuits and customer proposal preparation.
- Lead commercial negotiations of new customer contracts, ensuring compliance with internal policies and procedures then successful execution once awarded.
- Provide strategic leadership to develop innovative contracting solutions to meet customer needs and business area objectives.
- Ensure that project management resources are assigned and supported and that detailed and robust plans are in place and maintained for each customer project from start to finish, including all phases from project initiation through commissioning, performance testing and handover.
- For each project, maintain an effective metric dashboard to track performance for cost and delivery to the customer's schedule and requirements that highlights any gaps and promotes rapid issue resolution.
- Ensure regular proactive communications with customers are maintained during active projects to gauge satisfaction, anticipate and identify issues and take preventive, corrective or remedial actions in a timely manner.
- Ensure all contract obligations for each project are fulfilled and all risk areas are identified, communicated and mitigated.
- Negotiate the resolution of any commercial and project issues that may arise with customers using diplomacy, professionalism and a win-win approach.
- Continue to build high performance project management and sales engineering teams in a fast-paced, rapidly growing environment by setting targets and performance measures and ensuring career progression plans are established and actioned.

- Strengthen business processes that ensure the necessary controls and governance oversight is in place to anticipate and mitigate risks, control costs, confirm quality, and deliver customer satisfaction.
- Conduct ongoing internal project forecast reviews of all prospective and active customer projects for the purpose of ensuring that each functional area of the company is aware of their deliverables, when they are due and that the functions have secured sufficient resources to complete their work on schedule.
- Capture lessons learned to take corrective and preventive actions, and ensure lessons learned are applied to future projects.
- Manage project cash flow by overseeing the process to ensure all invoices are promptly raised when payments are due and then follow up with customers when payments to Greenlane become delinquent.
- Ensure cross-functional representation and sign-off during reviews of customer sales proposals to ensure the project is structure for successfully delivery once contracted.
- Domestic and international travel will be required.

Education & Experience:

- Bachelor of Engineering or Business Degree with 15+ years of customer/commercial experience, or equivalent education and experience.
- Ability to lead, inspire and motivate people are essential for this role. These qualities must be combined with strong communication and organizational skills and a keen eye for detail.
- Proven commercial negotiation skills with a track record of concluding win-win contracts and successfully delivery against them.
- Ability to lead a diverse team of professionals and lead across functional and company lines marshalling resources and solving problems.
- Solid background of international experience with a proven track record of on-time, on-budget delivery of projects from initiation to completion across different time zones and cultural settings.
- Strong experience with the negotiation and understanding of commercial terms and conditions for the supply of major systems to customers.
- Superior negotiation skills for resolution of complex issues with customers and solving problems with diplomacy, professionalism and win-win approach.
- Strategic, critical, customer-oriented, and analytical thinking for structured problem solving.
- Demonstrated success maintaining positive interpersonal relationships which encourage openness with team members and customers using exceptional influencing, facilitation and collaboration skills.
- Demonstrated leadership ability to inspire team members to provide exceptional customer experience.
- Comprehensive understanding and able to execute earned value (EV) and measure the progress of the work.
- Deep knowledge of project accounting, cash flow forecasting and invoice management.
- Excellent written, verbal and presentation skills.
- Risk or value management training is desired.
- Strong work ethic and the ability to provide exceptional teamwork in order to fully support internal teams in meeting tight deadlines.
- Strong organization skills and attention to detail.
- Excellent communication skills, both written and oral.
- Great attitude, personable, courteous and a great team player.
- Can-do, positive, proactive attitude and capable of working independently with minimal supervision.
- Ability to work under pressure and stay focused in a fast-paced environment.



How to Apply:

We are an equal opportunity employer and invite applications from all qualified individuals. To be considered for this role please apply through the Greenlane Renewables page on LinkedIn and attached your resume. While we thank all interested candidates only those who are short-listed will be contacted.