



Position Title	Service Manager, North America
Headquarters Location	Burnaby, BC
Reports to	Global Service Director

---

## 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 125 biogas upgrading systems sold into 19 countries and counting, and over 30 years industry experience and patented proprietary technology, Greenlane is inspired by a commitment to helping waste producers, gas utilities or project developers turn a low-value product into a high-value renewable resource. Greenlane is a publicly-traded company on the Toronto Stock Exchange (TSX: GRN).

This position will lead regional service operations in North America with a special focus on upgrader installation and commissioning activities globally. This role will focus on the implementation of the global service strategy while driving service growth and profitability locally.

## Key Duties and Responsibilities:

### Health and Safety/Quality

- Demonstrate a personal commitment to Quality, Health, Safety and the Environment.
- Promote a culture of continuous improvement, and lead by example to ensure company goals are achieved and exceeded.
- Participate in ongoing training and compliance requirements associated with the industry.
- Manage subcontractors including health, safety & quality compliance.
- Adhere to the companies Health & Safety Policy and Quality Management System.
- Perform risk assessments and prepare risk and method statements.
- Promote a culture of continuous improvement.
- Ensure all Field Service team members are certified in line with global certification and local regulations as identified by the Health and Safety Manager. Review competence levels to ensure each Service Engineer (including subcontractors) is appropriately qualified to handle jobs assigned to them.

### Regional Management

- Manage assigned team members in performance of their duties. Establish and monitor individual and team goals which are aligned with the organization's business strategies and objectives, and ensure the department is properly serving its internal and external customers, meeting defined expectations.
- Manage local service operations including staff, facilities, warehousing and subcontractors.
- Provide support to installation, commissioning and technical support activities with regional staff.
- Manage key customer relationships in the region.
- Secure and administer customer service contracts.
- Coordinate, plan, schedule, and oversee all Service jobs with necessary resources, spare parts and logistics. Drive and monitor Service execution with respect to the agreed terms of schedule, quality, cost, margin, and customer satisfaction.
- Plan and manage regional spare parts inventory levels.

### Installation and Commissioning

- Manage resource assignments to customer projects for the execution of upgrader Commissioning.
- Maintain the Quality Procedures relevant to upgrader Commissioning.
- Ensure global staff are adequately trained in the performance of Commissioning including Site Acceptance Testing, Performance Testing and Tuning.
- Manage external resources participating in Commissioning activities.
- Collaborate with other functions and teams to harmonize Service activities.
- Drive continuous improvement activities in collaboration with other functional leaders and regional service teams.

**Education and Experience:**

- Engineering Degree or equivalent education and experience with at least 5+ years of management experience.
- Excellent leadership, communication and negotiation skills with the ability to lead a globally distributed and diverse team of professionals.
- Strategic, critical thinking and analytical skills for structured problem solving.
- Strong planning, organizational and leadership skills.
- Process-oriented, with demonstrated attention to details.
- Experience developing and implementing process improvements.
- Understanding of Health, Safety and Environment legislation and requirements.
- Strong troubleshooting skills and decision making capabilities.
- Experience with Google Workspace and SAP Business One software experience is a plus.

**How to Apply:**

We are an equal opportunity employer and invite applications from all qualified individuals. To apply for this opportunity please send your resume and cover letter via LinkedIn Recruiter or [hr@greenlanebiogas.com](mailto:hr@greenlanebiogas.com) with the job title in the subject line. While we thank all interested candidates only those who are short-listed will be contacted.