

# FRANSEN

A TETRA TECH COMPANY

**CLIENT MANAGER**  
**FULL TIME POSITION**  
**RICHMOND, BC**

## **WHO WE ARE:**

Fransen Engineering is team of specialists geared towards providing comprehensive multi-discipline design and engineering services to assist our heavy industrial and utility clients in maintaining and upgrading their facilities. We specialize in small to medium-sized projects for plant optimization, sustainability, and expansion. We pride ourselves in delivering a collaborative and flexible approach to meet the evolving needs of diverse clients. Our environment is one where your contribution counts and you have the opportunity to make a real impact. If you thrive in a collaborative, professional atmosphere, you'll enjoy a strong sense of camaraderie as part of our talented team.

## **PURPOSE:**

Fransen Engineering provides comprehensive multi-discipline design and engineering service to assist our heavy industrial core clients in maintaining and upgrading their facilities. Client Managers have responsibility for executing a portfolio of multi-discipline projects for one or more core clients by managing assigned resources.

## **ESSENTIAL RESPONSIBILITIES:**

Under the general direction of the Director of Projects, a Client Manager's duties include:

- Maintaining overall relationship(s) with assigned core client(s).
- Overseeing all active projects and the activities of Project Managers within the team.
- Directly managing project managers that have been assigned by Discipline Managers on a day-to-day basis, and interfacing with Discipline Managers regarding resource requirements.
- Ensuring current information is stored within Fransen systems relating to assigned core client(s) (i.e. Client Standards & Procedures, informal info on Wiki, etc...)
- Ensuring Project Managers are complying with all Fransen and Client SOPs.
- Carrying out business development activities in coordination with Business Development to ensure continuing work from assigned core client(s).
- Mentoring and development of direct reports.
- May chose to fulfill the role and responsibilities of Project Manager for some projects within their portfolio.
- Responsible and accountable for continuous improvement of activities within your role.
- As a core value of Fransen is collaboration, Client Managers are expected to take leading roles in sharing knowledge within the company and with clients.
- Responsible for adhering to all health and safety policies and guidelines.

## **EDUCATION AND/OR ACCREDITATIONS:**

- Professional Engineer status preferred (P.Eng.)
- Project Management Professional status considered an asset
- Masters in Engineering considered an asset

## **EXPERIENCE:**

- 10 to 20 years of related experience in heavy industrial projects.
- A minimum of 5 years of Project Management experience, including significant experience leading multi-discipline projects, in a consulting engineering environment.

# FRANSEN

A TETRA TECH COMPANY

- Strong technical background in at least one discipline along with a good general working knowledge of the remaining core disciplines.

## **RECOMMENDATIONS, DECISIONS & COMMITMENTS:**

- Makes responsible decisions on all matters subject only to overall policy and financial controls.

## **SUPERVISION RECEIVED:**

- Receives administrative direction based on organizational policies and objectives. Work is reviewed to ensure conformity with policy and coordination with other functions.
- Required to coordinate closely with the Discipline Managers regarding resources and technical issues.

## **LEADERSHIP AUTHORITY AND/OR SUPERVISION EXERCISED:**

- Outlines more difficult problems and methods of approach.
- Coordinates work programs
- Generally makes recommendations as to the selection, training, discipline and remuneration of staff.
- Primary contact with assigned core client(s).
- Coordinate the work of all multi-discipline project and technical resources assigned to their team.

## **SUPERVISION SCOPE:**

- Supervises 10-30 employees including direct subordinates and those reporting to them, either directly or through other levels of supervision.

## **TRAVEL:**

- Ranges from occasional (average one day a week) to frequent (average two to three days a week), with travel time often concentrated in bunches.

## **GENERAL SKILLS:**

- Ability to organize and prioritize multiple projects and varying resource needs.
- Strong interpersonal skills required for both client and internal team interfaces.
- Excellent general management skills, including mentoring abilities.
- Excellent oral and written skills.

## **APPLY NOW:**

We welcome your application directly at our career website at:

<http://tbe.taleo.net/NA3/ats/careers/jobSearch.jsp?org=FRANSENENGINEERING&cws=1>. Include your resume and cover letter indicating why you are interested in this exciting opportunity.