

Site Operations Manager

Our Business

We started Inrange® because we saw so much untapped revenue potential in the world's driving ranges. And that's why we set out with one simple mission: to deliver the best possible range experience.

And how do we do that? By creating experiences that allow every type of player to enjoy the game the way they want to play; be it a scratch golfer training with our patented training methodology in Inrange, or a group of friends playing golf for the first time in Inrange+.

Our results speak for themselves. Every single one of our partner ranges has achieved at least double-digit volume growth, while at the same time significantly increasing average spend per customer.

Inrange® was founded by a group of highly respected antenna and RF engineers who used their expertise in the world of radar and radio astronomy to develop the most advanced, accurate and reliable golf ball tracking system in the world.

We are a fast growing scaleup with operations in the UK, USA, Europe, UAE, South Africa, Ireland, Australia, Mexico and Canada and new installations underway in Taiwan, Sweden, Denmark and Malaysia.

The Position

We are looking for an experienced professional to lead our Site Operations team. We are a young and energetic team as a whole and are looking for someone with the same sort of energy to deliver Inrange to many more driving ranges around the world and support our rapidly growing portfolio of existing ranges.

The site operations team is based in Stellenbosch, from where dedicated project teams travel to customer sites around the world to execute installation and maintenance projects.

As Site Operations Manager you will be accountable for the all new site installation projects, reactive and preventative maintenance teams, as well as the technical support team.

Job Objectives

- **Build Site Operations team**
 - Recruitment, coaching, skills and career development
 - Development of training material and processes for onboarding
 - Resource planning and load management
- **Process Development and Optimisation**
 - Monitor and improve technical support and installation processes
 - Develop new processes as required
- **Product and Tool Development and Optimisation**
 - Development and improvement of site install and support tools
 - Cost optimisation of site installations and maintenance
 - Development of new install & maintenance products
- **Site Installations and Maintenance Projects**
 - High level coordination with Installations Manager
 - Project management escalation where required
- **Site Technical Support and Maintenance**
 - Ensure effective issue resolution
 - Coordinate and plan reactive maintenance projects
 - Develop and execute efficient preventative maintenance programs.
- **Support the Finance Team**
 - Budgeting, forecasting, cost tracking, asset management
- **Production and Supply Chain**
 - Forecasting of external supply and internal production demand
 - Coordination with production and supply chain managers to ensure our sites are delivered on time and within budget
- **Sales and Customer Success**
 - Collaborate with Sales team to ensure quality and readiness of new sites
 - Coordinate and negotiate install calendar with Sales team
 - Ensure proper site handover from Installations to Customer Success

Key Contribution Areas

- Deliver new Inrange sites
- Maintain and support existing Inrange sites
- Build a scalable Site Operations function
- Reduce site installation and operational costs
- Support finance and supply chain functions through budgeting and forecasting

Technical Experience

We are looking for a candidate that has the following experience:

- Technical/engineering development (5+ years)
- Technical team management (5+ years)
- Project management (5+ years)
- Management of managers (3+ years)
- Customer relationship management (5+ years)

Requirements and Technical Skills

- Broad mechanical and electronic engineering knowledge
- Technical project management
- Issue tracking and resolution
- Production and supply chain management
- CAD design and mathematical programming tool usage
- Commercial contracting
- Career development and coaching
- Financial forecasting and budgeting

Non-Technical Skills

- Exceptions verbal and written communication skills
- Customer oriented approach to challenges and opportunities
- Able to work well in a team as well as contribute individually
- Attention to detail, and able to think creatively outside the box
- Able to accurately plan and prioritise work
- Interest in sports and golf specifically

Fine Print

- Permanent role with a competitive package
- Location in Stellenbosch, South Africa
- Occasional travel to international customer sites
- Apply at careers@inrangegolf.com

Once we receive your application, we will strive to review it within a few days. If you meet the minimum requirements, we may contact you to set up a first interview.