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## ERP+ SYSTEMS MANAGER

### COMPANY OVERVIEW

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Burch Corporation is the Southeast region's leader for Cold Storage Construction, Service and Design Build. Burch Corporation is currently seeking an ERP+ Systems Manager to drive and lead the Cold Storage Construction and Service Delivery Teams inside of four separate locations. This role is an integral part of the company's overall success and structure and requires strong leadership skills along with experience using ERP and accounting systems. This is a full-time, permanent position and will report to the Vice President.

### WHAT'S IN IT FOR YOU?

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- Opportunity to work for a leading innovator in the cold storage industry and make a difference in internal and external initiatives creating a more seamless and unified process for all
- Potential to make an impact and shape your career with a company that is passionate about growth and development
- Opportunity to coach, mentor, and develop an outstanding group of employees in a people-centered, growing company
- Designing and building an internal division that impacts all employees.

### RESPONSIBILITIES

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- Coach, develop and educate all ERP+ users responsible for customer satisfaction across four company locations that consist of service coordinators and dispatchers, billing coordinators, and service managers.
- Managing the day-to-day operations of Burch's current operating and accounting system, Access Coins Construction ERP, ensuring smooth functionality and resolving any issues that may arise.
- Collaborating with various team members to implement system upgrades and enhancements.
- Working with different departments to integrate the Access Coins ERP into various processes and workflows.
- Staying up-to-date on industry trends and best practices related to Access Coins ERP systems
- Identify recurring service delivery & customer issues, drive root cause analysis, and resolve them via appropriate corrective & preventive action plans.
- Lead and mentor direct reports providing regular feedback, coaching, and guidance based on individual performance.
- Monitor user feedback and address any issues or concerns related to the Access Coins ERP system.
- Communicate with users to promote engagement with the system and address any inquiries they may have.
- Drive business goals and reporting metrics using Access Coins ERP software.



#### PREFERRED QUALIFICATIONS

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- Bachelor's degree in business with an emphasis in Accounting
- Previous management or supervisory experience
- Excellent communication and interpersonal abilities.
- Strong analytical skills and attention to detail.
- Proficiency in data analysis and reporting tools.

#### COMPENSATION & LOCATION

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This position is based out of **Birmingham, AL**. This is a full-time position that is available for immediate hire. A meaningful compensation package will be developed for the successful candidate that includes a competitive compensation plan, company matching 401K program, PTO and company holidays, and comprehensive benefits.