



Your Committed Partner in Excellence!

Position: Business Technology Manager – Houston, TX Office
Company: Chrane Foodservice Solutions, LLC

Position Reports to: Janie Evans-Troje, Director of Finance/HR
Job Creation Date: February 2024
Interview Period: February 2024 – March 2024
Start Date: As soon as available.

What is a Chraniac?



What's next for Chrane?



Are you the next Chraniac?



Reason for the Business Technology Manager:

Chrane has a need for a proactive in-house Business Technology Manager to develop strategies and execute solutions in our Salesforce.com environment while managing all evolving IT systems. With our continued growth and desire for complete sales support and the highest level of customer service, we are hiring a teammate that will support both internal and external customers with all product line initiatives.

What You Can Expect from Chrane:

As an integral member of the Chrane family, you can expect from your company:

- Competitive salary, plus annual bonus based on individual and company performance.
- Business related expenses paid (travel, supplies, meals, technology, auto compensation, customer entertainment, etc.). NOTE: Travel for this position will be limited following the training period.
- 401(k) retirement program with matching company contributions
- Medical insurance
- Paid Time Off Policy: 16 working days per year. After 5 years of employment, PTO increases to 21 working days per year. PTO is available after 30 days of employment.
- Clearly defined expectations and corresponding coaching from Chrane's ownership team
- Extensive onboarding and ongoing mentoring from Chrane's Customer Success team, Territory Managers, Marketing, Ownership and Leadership team
- Human resources and accounting support to ensure your benefits, salary, and accounting needs are met.

CHRANE FOODSERVICE SOLUTIONS, LLC.

9155 STERLING STREET, SUITE 140 IRVING, TX 75063
4100 N SAM HOUSTON PKWY. WEST, SUITE 220 HOUSTON, TX 77086

WWW.CHRANEFS.COM



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- Continued opportunities for additional growth and responsibilities, based on a track record of proven successes.

An Overview of what Chrane is going to Expect from You:

Embody Chrane's Core Values:

- Relationships Built on a Foundation of Trust & Integrity
- Passionately Driven
- Collaborative & Solutions Oriented
- Fun, Authentic & Tribal
- Sensei & Grasshopper

Business Technology Manager:

- Collaborate with Chrane staff to understand business requirements and translate them into system configurations.
- Truly understand what makes Chrane's business, customers, and manufacturers successful.
- Create and Maintain Salesforce Business Process documentation, system configurations, and user best practices into SOP's.
- Import and export data between Salesforce and external systems as needed, ensuring data integrity.
- Conduct regular assessment and data cleanup.
- Create and maintain reports, dashboards, and custom views to help users, assisting Chrane and Chrane's customers achieve increased sales and marketing success.
- Address and resolve reported user issues, including but not limited to:
 - Password resets
 - MFA issues
 - Process & "How Do I?" questions and issues.
- Train users in Salesforce processing and best practices.
- Maintain and update picklist fields, validation rules.
- Bonus Knowledge: Customize Salesforce functionality using declarative tools such as Flow, Formula Fields, and other applicable configurable functionality.
- Manage user setup, profiles, roles, and permissions to ensure appropriate access levels and data security.
- Configure and maintain custom objects, fields, validation rules, and record types.
- Monitor system performance and proactively identify and resolve issues.
- Proactively Research and stay updated on the latest Salesforce features, releases and artificial intelligence, and apply appropriate system enhancements.
- Configure and maintain Lightning Page Layouts and Classic Layouts (User interface UI) where appropriate based on business unit needs.

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- Stay informed on new or emerging trends and technologies that provide clear benefits to the organization, business partners, and/or customers to enhance company growth.
- Collaborate with third party resources for larger projects when needed. Consultants will include current trusted partners, and the potential for additional consulting resources determined by specific project need.
- Other Technology Functions for consideration/exploration as the role evolves.
 - Artificial Intelligence Research & Enhancement.
 - Assist in managing the continuing evolution of CJR's Intake App, working with the App Developer, and both Salesforce and One Drive.
 - Research Technology Platforms supporting or in lieu of Salesforce for additional Chrane Brands (CJR, Distribution, Intake App sales tool)
 - Primary contact with third party IT company. Work in tandem to ensure all technology integrates seamlessly.
- Perform other job duties as assigned.

Requirements & Qualifications:

- A technical degree in Information Science, Computer Science, or equivalent skill gained through experience coupled with 2+ years' experience in systems (hardware and software) support.
- At least 2 years of practical experience in database administration, development, and design. Bonus: 2+ years' experience managing a Salesforce environment.
- Salesforce Certification: Administrator, Platform App Builder - Or can be obtained once onboard, within 6 months.
- Knowledge of IT principles, concepts, and methods; systems testing and evaluation principles, methods, and tools; IT security principles and methods; Internet technologies; and/or emerging information technologies.
- Must be proficient in MS Excel.
- Be a student of Chrane and what makes us successful.

Travel Expectations:

- Some overnight travel will be required, likely not to exceed 3-5 nights per quarter, participating in:
 - Chrane quarterly meetings
 - Trips to Chrane's manufacturer partners' facilities for training and education
 - Trips to our DFW or Houston offices to train with teammates as needed.
- The initial 90-day onboarding and training process will be based out of Chrane's HOU/DFW office. The first 90 days of employment will involve heavier travel than normal so be prepared mentally and physically for this demand.

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What to Expect from the Interview Process:

- Initial Application Process as defined below (Pre-Interview)
- Initial Phone Call Interview with Janie Evans-Troje (Phase 1)
- Background Check
- In-Person Interview with Janie Evans-Troje, member of Chrane ownership and Chrane's Salesforce consultant. – HOU/DFW area
- Team Interaction and Activity Component - are you culturally the right fit for Chrane? HOU/DFW area (Phase 2)
- Chrane will cover all travel costs associated with the interview process. Applicants must "pass" each Phase prior to being invited on to the next Phase.

Applicants, please send the following information to Janie Evans-Troje at jetroje@chranefs.com:

- Resume
- Certifications
- Cover letter
- Three professional references
- Complete the employment application found online at: www.chranefs.com
- Incomplete information sent to Janie Evans-Troje will result in applicants not being considered for employment.

Chrane Foodservice Solutions, LLC is a privately held, equal opportunity employer. Our Core Values provide the foundation from which we cherish all talents, skills and ideals that portray and make the communities we live and work in better.

For more information about Chrane Foodservice Solutions, LLC please contact Janie Evans-Troje (JETroje@chranefs.com) or visit www.chranefs.com.

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