



Your Committed Partner in Excellence!

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

Position Reports to: Corey Miles – Business Technology Manager

Job Creation Date: Jan 28, 2025

Interview Period: February 2025 – March 2025

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 Project Manager:

Chrane has a need for a proactive in-house Business Technology Project Manager to execute solutions in our Salesforce 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 an 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

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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 Business Technology Manager to understand business requirements and translate them into project milestones.
- Truly understand what makes Chrane's business, customers, and manufacturers successful.
- Develop and maintain comprehensive documentation for Salesforce business processes, system configurations, and user best practices.
- Import and export data between Salesforce and external systems as needed, ensuring data integrity.
- Conduct regular assessments of Salesforce objects, identifying areas for optimization, and perform data cleanup to maintain accuracy and compliance with business requirements.
- Create and maintain Salesforce reports, dashboards, and custom views to help users, assisting Chrane and Chrane's customers achieve increased sales and marketing success.
- Train users in Salesforce processes and best practices.
- 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.
- Configure and maintain Lightning Page Layouts and Classic Layouts (User interface UI) where appropriate based on business unit needs.
- 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 needs.
- Other Technology Functions for consideration/exploration as the role evolves.
 - Artificial Intelligence Research & Enhancement.

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- Assist in managing the continuing evolution of CJR's Intake App, working with the App Developer, and both Salesforce and One Drive.
- Regular contact with third party IT companies and other technical vendors. Work in tandem to ensure all technology integrates seamlessly.
- Perform other job duties as assigned.
- Communicate project implementation plans and schedule to business stakeholders and other affected employees.
- Set and track project milestones while managing risks and roadblocks.

Requirements & Qualifications:

- A technical degree in Information Science, Computer Science, Business Administration, 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 Salesforce data management, system configuration, and integrating business objectives within a CRM system.
- Bonus: Experience with Mulesoft or similar automation platforms.
- 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 365.
- 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.

Benefits:

- Retirement Savings Account: Employees are eligible to participate in Chrane's 401k program. Chrane matches 100% of all full-time employees' contributions, up to 4% of base salary. This program is available from the 1st of the month following 30 days employment.
- current provider Aetna up to \$550.00 per month. Additional costs are at the employees' expense. Please note insurance providers may change at the discretion of Chrane Management.

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- Voluntary Vision, Dental, Life and Short-Term Disability insurance are available at your expense. Insurance will be available from the 1st of the month following 30 days' employment.
- Paid Time Off: 16 working days per year. After 5 years of employment, PTO increases to 21 working days per year. While we work hard and play hard throughout the year, we understand the need to unplug and get away for a while. PTO is available after 30 days of employment.
- Expenses: Chrane will reimburse employees' out of pocket business related expenses, as defined in this section. Reimbursement will be paid through payroll at the end of month. Expense reports with receipts are due on the 15th of each month.
 - Lodging Expenses while traveling: Employees are asked not to exceed \$140 per night. Significant exceptions should be cleared by Chrane management prior to incurring the expense.
 - Driving on Company Business: Mileage will be expensed at the IRS mileage reimbursement rate. Mileage from home to Chrane's Houston office is not reimbursable mileage.
 - Travel Expense: When use of an employee's personal vehicle is no longer logistical or an efficient use of time, airfare for the employee and customers may be purchased and expensed. Airfare over \$300 per ticket should be cleared by your direct manager prior to incurring the expense.
 - Meals while traveling. Please use discretion and follow the employee handbook guidelines.
 - Entertainment of customers. All expenses exceeding \$500 should be cleared by your direct manager prior to the activity. Failure to do so could result in the employee incurring some or all the expense.
 - Employees are encouraged to use meals, sporting events, outdoor activities, group activities, etc. to promote relationship building and sales growth in an ethical manner.
 - Office Supplies, Furniture & Technology: Chrane will provide office materials and equipment necessary for the function of the job, such as a computer, printer, company office telephone, internet, office supplies, furniture, etc.
 - Company credit card: A company credit card will be issued for use with company expenses. You will be responsible for reporting all out of pocket expenses for reimbursement.
 - Please note expenses incurred during on-site factory training, sales meetings, and conventions are covered by the Chrane Foodservice Solutions General Manager (GM) budget.
 - Chrane asks employees to treat their expenses as if it were their own money used to promote sales and relationship growth. Please use discretion.

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What to Expect from the Interview Process:

- Initial Application Process as defined below (Pre-Interview)
- Initial Phone Call Interview with Corey Miles (Phase 1)
- Background Check
- In-Person Interview with Corey Miles, member of Chrane ownership. – 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 Heaven Rasberry at Hrasberry@chranefs.com:

- Resume
- Certifications
- Cover letter
- Three professional references
- Complete the employment application found online at: www.chranefs.com
- Incomplete information sent to Heaven Rasberry 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 Heaven Rasberry (Hrasberry@chranefs.com) or visit www.chranefs.com.

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