

Position: Field Manager



Position Classification:	Full Time- Hourly / Non- Exempt
Position Reports to:	Location Manager
Position Supervises:	Branch Field Staff; Environmental Technicians, Driver/Technicians, Chemists

Position Summary

Responsible for the day-to-day field operation of the branch. Manage all responsibilities associated with the field crews, field fleet, and electronic log system.

Responsibilities

Duties include but are not limited to the following:

Essential function(s)

- Ensure all Safety and EH&S procedures and protocols are adhered to by the Field Team Members.
- Direct the day-to-day field operations; coordinating with field crew member to make sure they are servicing clients in a professional, accurate, and timely manner. Assist team members with troubleshooting issues and answer service-related questions.
- Responsible for the day-to-day scheduling functions, coordinating with client interfacing teams (Account Coordinators and Sales Representatives) to service clients in a timely manner. This includes allocation and assignment of personnel, vehicles, and other necessary equipment for service.
- Responsible for the branch fleet. Managing routing maintenance, upkeep, and safe operation of company vehicles and equipment; including BIT inspections, scheduling repairs, managing rental equipment, review and update truck books/binders, etc.
- Review electronic log system and discuss performance and safety improvements with team members.
- Utilize strong interpersonal skills; efficiently communicate field desires, feedback, and concerns with the Customer Service Manager, Sales Representatives, and Location Manager.
- Participate in CAPA process to identify CAPA items.
- Support the Sales Team on calls and with site visits to ensure operations can and is executing to the customer's expectation.
- Regularly meet with Operations Manager to discuss inventory needs, capacity issues, and/or other concerns.
- Shadow employees regularly ensuring employee performance standards are met, including coaching, mentoring, and disciplinary action as required.
- Ensure operational and personnel-related goals and objectives are performed effectively and issues are addressed promptly.
- Participate in interview process with prospective new field employees.

- Onboard, train, and mentor new field employees.
- Responsible for overall administration and enforcement of Wage and Hour, Safety, and Compliance of branch personnel. Review employee time records and monitor overtime.
- Recognize team members regularly with regards to our Company's values.
- Promote a positive safety culture and safety behaviors/mindsets.
- Responsible for influencing positive employee morale and quality customer service.
- Organize and conduct activities to assure safe, cost-effective, on-time operating performance.
- Other duties as assigned by supervisor.

Non- Essential Function(s)

- Monitors daily system performance.
- Develop strategies and methods to increase metrics and performance.
- Assist LM in reviewing, managing, and monitoring financial performance at branch location.
- Act as backup for the Operations Manager. Support their teams when necessary and performing the business-critical function.

Qualifications and Experience

- 4-Year College Degree in Science Discipline or other related field of study, or 5+ years of direct industry related experience.
- Class A, B, or C Commercial Driver's License. Air Brake and Hazardous Materials endorsements required.
- Clean DMV Driving Report.
- Excellent analytical and problem-solving skills.
- Effective decision-making skills.
- Strong computer skills.
- Ability to plan and organize.
- Attention to detail and high level of accuracy.
- Effective organizational skills.
- Effective verbal and listening skills.
- Effective written and communications skills.
- Adept at time management.
- Able to work with finite deadlines.
- Be honest and trustworthy.
- Be respectful of others.
- Possess cultural awareness and sensitivity.
- Be flexible.
- Demonstrate sound work ethics.
- Proficient computer skills working with various office equipment, computers and various programs including Word, Outlook, PowerPoint, Excel, SharePoint etc. and the ability to effectively work on spreadsheets, word processing, networking, and e-mail programs.
- A condition of employment for this position will be providing proof of being fully vaccinated for the COVID-19 virus
- Able to work in the United States.

Core Competencies

Customer/ Client Focus

Field Managers must have laser focus on getting results for the customer. This means they must be proactive and not wait for the customer to notice they are not on track to achieving a particular goal. They must have a “no excuses” mindset. They do what needs to be done. They coordinate multiple resources to the achievement of the decided upon outcome. They will take the blame for failures and give credit to the team for successes because they are driven by outcomes not their ego. Field Managers must be able to read people and connect meaningfully with a variety of personalities. They must understand that all progress is made through relationships.

Results Oriented

Focus on getting results for the company and do what needs to be done. Coordinate multiple resources to the achieve the desired outcome. Formulate an actionable plan while tracking actions and outcomes.

Job Knowledge

Field Managers must have expert knowledge of the market and industry. They must have knowledge and abilities to solve problems and facilitate actions.

Communication

Field Managers must have strong communication skills. They provide regular updates to their customers, managers, and coworkers and they communicate the status of their projects. If they discover an issue, they ask for help when necessary and present potential solutions while discussing with their manager. They have strong verbal and written communication skills and are adept and knowing which form of communication should be used in each situation.

Teamwork

Field Managers demonstrate interest, skill, and success in getting groups to learn to work together.

Ability to Work Under Pressure

Working under pressure means being able to continue doing your job effectively despite demands and stresses like not enough help, time, or expertise.

Problem Solving/ Analysis

Field Managers analyze problems by gathering and organizing all relevant information. They identify cause and effect relationships and use sound judgment to make good decisions based on information gathered and analyzed. Field Managers must consider all pertinent facts and alternatives before deciding on the most appropriate action.

Employee Development

Field Managers often engage with staff to observe and glean information which can be utilized during training, performance reviews and development of goals. Never assumes that employees should know what to do and uses coaching/development opportunities to continually coach their team. Project assignments are well rounded, consistent, and clear. Thoughtfully assigns work, keeping development and performance goals in mind as well as staff skills and knowledge. Recognizes growth paths and displays discernment in advising employees. Has ongoing conversations regarding career development, acknowledging that career objectives and employee interest can change over time.

Employee Relations

Lead communications and interactions between management and employees concerning workplace decisions, employee engagement/satisfaction and conflict resolution. Employee relations includes focus on enhancing job satisfaction, monitoring workforce engagement, and reducing the substantial costs involved in hiring and training new staff. Maintaining a working environment which supports current staff in remaining with the company. Additionally, demonstrating courage, which includes, courage to face reality, speak the truth, ask for help, when necessary, discern

and weed out those who will not succeed, question the status quo, and make decisions in risky or uncertain situations. Lastly, Field Managers must lead their teams to accomplish the overall goals of Ingenium.

Conflict Resolution

Can adequately identify the conflict and assess each side of the issue coming to fair conclusions that benefit all parties. Works effectively with others at resolution. Uses a variety of approaches to manage and resolve concerns, disagreement, and conflict.

Stress Management

Effectively handles stressful situations and calmly responds to issues. Has a balanced life, with time for work, relationships, relaxation, and fun—and the resilience to hold up under pressure and meet challenges head on. Works through situations or issues involving ambiguity or setbacks by systematically evaluating options and establishing appropriate action plans. Understands the requirements of different situations and effectively adapts his/her behavior even when under stress and pressure. Have the ability to keep functioning effectively when under pressure and maintain self-control in the face of hostility or provocation. Remain calm under stress and can effectively handle several problems or tasks at once. Controls his/her response when criticized, attacked, or provoked. Maintains a sense of humor under difficult circumstances. Manage their own behavior to prevent or reduce feelings of stress.

Employee Performance

Field Managers are charged with evaluating job related activities expected of an employee and how well those activities were executed. Employee performance evaluations must be fact based, unbiased, timely, and constructive. Goal setting is specific, measurable, attainable, relevant, and time bound. Goals must be congruent with the overarching mission and strategy of Ingenium.

Education and Certifications

- Bachelor's Degree in business or equivalent or a minimum 5-7 years' experience in a similarly challenging position with comparable breadth, difficulty, and level of responsibility as to the position applying for.
- 40 Hour Hazwoper Training, with current 8-hour refresher
- Forklift certified.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is primarily performed in a temperature-controlled office environment.
- While performing the duties of this job, the employee is required to walk 20% of the time, stand 10% of the time and sit 70% of the time.
- The employee must be able to lift and or carry up to 50 lbs.
- Employee may use computer, phone, copier and other office equipment in the course of a day.
- While performing the duties of this job, the employee is occasionally required to use hand to finger, handle or feel objects, touch and use tools, reach with hands and arms, climb stairs, bend, stoop, twist, lift, reach, push, pull, grasp, balance, kneel, crouch, crawl, grasp, talk, hear, and walk during the course of employment.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and an ability to adjust focus.
- Employee may be required to travel for business purposes.

1. Check the frequency and number of hours a day the worker is required to do the following specific types of activities:

ACTIVITY	FREQUENCY		# OF HOURS A DAY								
	CONTINUOUS	INTERMITTENT	1	2	3	4	5	6	7	8	8+
a. Sitting		x	x								
b. Walking		x		x							
c. Standing		x	X								
d. Bending		x	x								
e. Squatting		x	x								
f. Climbing		x	x								
g. Kneeling		x	x								

h. Twisting		x	x								
i. Lifting		x	x								
LIFTING <input type="checkbox"/> 0-10 kgs. <input type="checkbox"/> 10-15 kgs. <input type="checkbox"/> 15-30 kgs. <input checked="" type="checkbox"/> Over 30 kgs.											
2a. HAND MANIPULATION REQUIRED? <u> X </u> Yes (If yes, complete a,b,c,d,e) <u> </u> No											
2b. Repetitive hand movements? <u> X </u> Yes <u> </u> No											
2c. Simple Grasping?	Right Hand <u> </u>					Left Hand <u> </u>					
	Yes					Yes					

3. (a) Does the job require worker to reach or work above the shoulder? Yes <input checked="" type="checkbox"/> Frequency (Periodic)		
(b) Reaching at or below shoulder level? Yes <input type="checkbox"/> Frequency (Periodic)		
2d. Power Grasping?	Right Hand_____	Left Hand_____
4. Does the job require use of his/her feet to operate foot controls or for repetitive movement?	Yes	Yes
2e. Pushing Pulling?	Right Hand_____	Left Hand_____
5. Are there special visual or auditory requirements?	Yes	No Yes
Describe:		
2f. Fine manipulation:	Right Hand_____	Left Hand_____
WORK ENVIRONMENT:	No	No
a. Does the employee work near moving mechanical parts; in high, precarious places; and in outside weather conditions? Yes		
b. Is the employee exposed to fumes or airborne particles? Yes		
c. Does the employee work with hazardous waste? Yes		
d. Is the employee governed under a Federal Hours of Service regulation? Yes		
e. Does the employee perform mostly administrative tasks? No		
f. Is the employee a salesperson? No		

<p>BLOOD/FLUID EXPOSURE RISK: (check the right category) N/A</p> <p>X <u>Category I:</u> Tasks involve exposure to blood, fluids or tissue</p> <p><u>Category II:</u> Usual tasks do not involve exposure to blood, body fluid, or tissues but job may require performing <u>unplanned</u> Category I tasks.</p> <p><u>Category III:</u> Tasks involve no exposure to blood, body fluids, or tissues. Category I tasks are not a condition of employment.</p>

Environment

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing this job, the employee is exposed to weather conditions prevalent at the time. This may include warm, hot or cold temperatures. The noise level in the work environment is moderate.

Work Schedule

As a non-exempt hourly employee, the employee shall work a designated schedule as assigned by management. Employee shall not work over 8 hours per day or 40 hours per week without prior authorization from management but if so, will earn overtime for any work performed in excess of 8 hours per day or 40 hours per week. Employee must also follow company's policies regarding required meal breaks.

Acknowledgement for Receipt of Job Description

I have received a copy of this Job Description and have read and understand its contents. I understand that if I have any questions pertaining to this job description or my overall job duties, I will consult my supervisor immediately. Furthermore, based on business demands, I understand that the company may revise my duties at its discretion.

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Employee Information

Employees Name:	
Employee Signature:	
Date:	

Supervisor Information

Supervisors Name:	
Supervisors Signature:	
Date:	