

## Position: Location Manager



Position Classification: Full Time Salary/Exempt  
Position Reports to: DOO  
Position Supervises: Operation Staff at the branch level, both field and administrative.

### Position Summary

Manage and oversee day to day operations at assigned branch location.

### Responsibilities

- Duties include but are not limited to the following:

#### Essential function(s)

Duties include, but are not limited to the following:

- Ensure all Safety and EH&S procedures and protocols are adhered to at branch location.
- Manage branch operations, day-to-day, to include: program oversight, scheduling, transportation/ out bounds, project preview/ review to ensure accurate performance/ completion, department record keeping, supply/ materials ordering, inventory control, and job walks.
- Responsible for overall administration and enforcement of Wage and Hour, Safety, and Compliance of branch personnel. review employee time records and monitor overtime.
- Responsible for maintenance, upkeep, and safe operation of company vehicles and equipment.
- Responsible for maintenance, upkeep, and repairs at physical facility/ branch location.
- Preview/ review all projects to ensure accurate performance/ completion (and on budget).
- Support field personnel as needed, to ensure exemplary customer service.
- On occasion, performance of field work and client interaction to include consolidation, lab packs, chemical relocations, decontaminations, and other industry-related projects as necessary. 80% office duties/ management, 20% spot duty, in field.
- Performance reviews of branch personnel including wage increase metrics and goal setting.
- Responsible for ensuring employee performance standards are met, including coaching, mentoring, and disciplinary action as required.
- Policy Integration to include creation and implementation of corporate Standard Operating Procedures (SOP) to ensure company initiatives/ goals are met.
- Meet key performance indicators (KPI) for your positions as established by Director of Operations
- Ensure operational and personnel-related goals and objectives are performed effectively and issues are addressed promptly.
- Provide Operational support to Sales teams on calls and visits to ensure operations is executing to customer expectation.
- Assist DOO in reviewing, managing, and monitoring financial performance at branch location.

- Other duties as assigned by supervisor.

### Non- Essential Function(s)

- Administrative tasks and paperwork as it relates to the following:
  - Transportation of hazardous materials (manifests, bills of lading, medical waste tracking documents, others).
  - Driver hours of service records including driver logs, 100-mile radius logs.
  - Daily vehicle inspection records (if assigned to drive a vehicle).

### Qualifications and Experience

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- 4-year college degree in related field, and/or 5 + supervisory experience.
- Keen analytical skills, problem solving and strategic thinking skills.
- Budgetary planning/ costs control experience.
- Clean DMV Driving Report.
- Must pass pre-employment physical, respirator qualification test and drug-screening.
- Able to lift 50 pounds.
- Waste characterization (profiling) experience required.
- Demonstrate an understanding of safe work practices while working with chemical, radiological, and biological agents.
- High level of skill and attention to detail in planning and directing of all aspects of department management, especially the ability to identify weaknesses and strengths within departments.
- Highly self-motivated.
- Excellent communication skills including written, verbal, listening, and customer service skills with the ability to effectively communicate with and work well with others to manage projects, meetings, etc.
- Ability to demonstrate outstanding leadership that inspires, motivates and supports others to perform well and create a team environment.
- Embodies strong management traits such as decision-making, staff involvement in planning, performance feedback for subordinates, and good judgment.
- Ability to project a calm and professional demeanor regardless of the type of environment (calm or fast paced) or type of clientele.
- Strong customer service skills.
- Ability to work long hours at times (including some evenings and weekends).
- Strong technical background with regards to industry.
- Possess initiative, drive and enthusiasm.
- Exceptional organizational skills with a high consideration to detail and high level of accuracy.
- Adept at time management.
- Able to work with finite deadlines.
- The ability to work independently as well as in a group environment.
- Trustworthy, honest, respectful of others, and flexible.
- Demonstrate sound work ethics.
- Strict confidentiality must be maintained in performance of duties.
- Possess cultural awareness and sensitivity.

- Proficient computer skills working with various office equipment, computers and various programs including Word, Outlook, PowerPoint, Excel, etc. and the ability to effectively work on spreadsheets, word processing, networking, and e-mail programs.
- Valid driver's license.
- Authorized to work in the United States for any employer.

## Core Competencies

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### Customer Focus

Sees the customer's perspective/empathy. Exceeds customer's expectations and foresees problems. Is proactive with continuous improvement and attends to the details. Is thorough and informative and proactively identifies the best communication method. Provides service excellence to internal and/or external clients. Committed to the entire customer experience and going beyond meeting basic customer requirements to deliver those unique features and characteristics that are most important to the customer and differentiates Ingenium from its competitors. Formulates strategies and processes to evaluate emerging and longer-term opportunities and threats to meeting clients' needs. Determines strategic business direction to best meet clients' evolving needs. Evaluates the client service model and service standards to identify areas for improvement.

### Communication

Location Managers have strong communication skills. They provide regular updates to their managers and communicate the status of their projects to both managers and coworkers. 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. Communicates and provides transparency. Information has to be open and accessible for every team member. This provides the environment for people to feel confident, supported, and empowered. Shares the vision -the vision that the team is collectively working to achieve. This gives every team member a shared goal to work toward and helps define the role every person can play in making it a reality. Influences. Has a range of communication skills that meet the needs of a diverse organization or community. An increased ability to resolve conflicts. An increased ability to leverage opportunities to combine efforts for cumulative impact.

### Safety

Location managers have safety and environment awareness. They perform their job in a manner that minimizes hazards to oneself, others, as well as the environment. Keeps work areas clean and safe and takes action to remove or remediate safety hazards in own work area and within the organization. Follows appropriate hazardous waste management procedures. Knows the departmental emergency plans for fires, disasters and campus emergencies. Recognizes and acknowledges safe behaviors exhibited by co-workers. Regularly communicates safety and environment awareness as a priority. Considers impact on environment as practices and procedures are developed and work is delegated.

### Leadership

To attract and mobilize energies and talents; to work towards a shared purpose in the best interests of the organization, the people comprising it and the people it serves.

### Time Management

Location Managers use time to their advantage. They schedule specific times to complete tasks, avoid procrastinating, prioritize their tasks in line with department deadlines and goals, start their most difficult tasks first thing in the morning, follow up on requests, and use downtime for planning and preparation. They break

up projects into specific action steps and keep the process moving. They keep organized records for quick reference when completing tasks. A large part of time management for employees is to understand the scope of a project before beginning work on it. Top Location Managers understand their tasks, why they are performed, and how they fit into the big picture.

### **Adaptability/ Flexibility**

Openness to different and new ways of doing things; willingness to modify one's preferred way of doing things. Is able to see the merits of perspectives other than his/her own. Demonstrates openness to new organizational structures, procedures, and technology. Switches to a different strategy when an initially selected one is unsuccessful. Demonstrates willingness to modify a strongly held position in the face of contrary evidence.

## **Education and Certifications**

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- 4-year college degree in related field, and/or 5 + supervisory experience.

## **Physical Demands**

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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.

## **Environment**

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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.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:**

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    ☐ 0-10 kgs.    ☐ 10-15 kgs.    ☐ 15-30 kgs.    ☒ Over 30 kgs.

2a. HAND MANIPULATION REQUIRED?      X   Yes (If yes, complete a,b,c,d,e)           No

2b. Repetitive hand movements?      X   Yes           No

2c. Simple Grasping?	Right Hand <u>      </u>	Left Hand <u>      </u>
	Yes	Yes

2d. Power Grasping?	Right Hand _____  Yes	Left Hand _____  Yes
2e. Pushing Pulling?	Right Hand _____  Yes	Left Hand _____  Yes
2f. Fine manipulation:	Right Hand _____  No	Left Hand _____  No

3. (a) Does the job require worker to reach or work above the shoulder? Yes <u>  x  </u> Frequency (Periodic)  (b) Reaching at or below shoulder level? Yes    Frequency (Periodic)	
4. Does the job require use of his/her feet to operate foot controls or for repetitive movement?  Yes	
5. Are there special visual or auditory requirements? <span style="float: right;">No</span>  Describe:	
<b>WORK ENVIRONMENT:</b>  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

**BLOOD/FLUID EXPOSURE RISK: (check the right category) N/A**

☒ **Category I:** Tasks involve exposure to blood, fluids or tissue

☐ **Category II:** Usual tasks do not involve exposure to blood, body fluid, or tissues but job may require performing unplanned Category I tasks.

☐ **Category III:** Tasks involve no exposure to blood, body fluids, or tissues. Category I tasks are not a condition of employment.

## Work Schedule

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Employee will be required to work a minimum of forty (40) hours of per week or as many hours as it takes to perform above job duties. Manager must be scheduled to work Monday – Friday between the hours of 7:00 a.m. – 5:00 p.m. Schedule may vary based on business demands and may require after hours and/or weekend hours as well.

# 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.

Position Title:	Location Manager
Position Classification:	Full Time    Salary/Exempt
Position Reports to:	DOO
Position Supervises:	Operation Staff at the branch level, both field and administrative.

Employee Information

Employees Name:	
Employee Signature:	
Date:	

Supervisor Information

Supervisors Name:	
Supervisors Signature:	
Date:	