

Position: Location Services Representative



Position Classification: Full Time- Hourly Non- Exempt

Position Reports to: Location Manager

Position Supervises: None

Position Summary

The Location Services Representative provides administrative and clerical support to Operations by utilizing knowledge of systems and procedures to prepare project packets for daily branch operation and assist and maintain Operations filing systems.

Responsibilities

Duties include but are not limited to the following:

Essential function(s)

- Serve as the primary interface with customers, vendors, and visitors (in person) at Ingenium's site locations (branches).
- Maintenance of Operations Records:
 - Prepare project packets for daily branch operations.
 - Upkeep of filing systems, ensuring filing systems are maintained and up to date.
 - Prepare reports as needed for management personnel.
 - Assist in the preparation of reports, as needed, for location-specific customers.
 - Ensure effective electronic archival of daily pdf project packets.
- Responsible for ordering all office supplies and operational supplies as instructed by Location Manager and/or Operations Manager.
- Receive all inventory from our purchases at the operating location. Inventory will be purchased and received using our internal purchasing system.
- Other duties as assigned by supervisor.

Non-Essential function(s)

- Ensure effective archival of files and records.
- Check stock to determine inventory levels; maintain and replenish inventory as needed.
- Anticipate needed supplies.
- Review and approve supply orders; verify receipt of supply.
- Coordinate all office shipping/ mailing operations.
- Coordinate company functions for Ingenium's staff and customers.

Qualifications and Experience

- 0-2 years' experience performing a variety of office and administrative tasks.
- Ability to project a calm and professional demeanor regardless of the type of environment (calm or fast paced) or type of clientele.
- Attention 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, and flexible.
- Must possess strong work ethic, as well as cultural awareness and sensitivity.
- Must be able to be entrusted with confidential information.
- 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.

Core Competencies

- **Time Management**
LSR's 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 Location Service Representatives is to understand the scope of a project before beginning work on it. Location Service Representatives understand their tasks, why they are performed, and how they fit into the big picture.
- **Team Work**
Location Service Representatives make their manager's priorities their priorities and gain a reputation for taking extra steps even for small tasks and provide solutions rather than creating different problems. They assume that their manager is always pressed for time and has deadline to meet. They communicate what their planned priorities are but offer to help with more pressing matters if necessary. This flexibility and willingness to help wherever needed helps ensure that the department's goals and deadlines are met.
- **Communication**
The LSR has strong communication skills. They provide regular updates to their managers and communicate the status of their projects to both managers and coworkers. They have strong verbal and written communication skills and are adept and knowing which form of communication should be used in each situation.
- **Accuracy**
Performs tasks precisely and according to standards and procedures, and without errors. Proof reads work produced and/or checks products and services delivered thoroughly before handing it on to others, in order to eliminate waste. Maintains complete and precise records of work produced. Evaluates all data used in producing work thoroughly, in order to ensure reliability and accuracy. When issues present themselves, consults with others in order to ensure they have resolved them in

the appropriate way. Enhances and/or maintains quality and service.

- **Customer/ Client Focus**

Location Service Representatives 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. Location Service Representatives must be able to read people and connect meaningfully with a variety of personalities. They must understand that all progress is made through relationships.

Education and Certifications

- Bachelor’s degree in science or environmental field preferred.

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.

- Most work is performed in a temperature controlled office environment.
- While performing the duties of this job, the employee is required to walk 10% of the time, stand 10% of the time and sit 80% of the time.
- The employee will occasionally lift and or carry up to 25 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

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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Position Supervises:	None

Employee Information

Employees Name:	
Employee Signature:	
Date:	

Supervisor Information

Supervisors Name:	
Supervisors Signature:	
Date:	