

Position: Technical Service Representative III



Position Classification: Non-Exempt
Position Reports to: Technical Services Manager
Position Supervises: N/A

Position Summary

This position is responsible for overall and day-to-day management of Ingenium's waste characterization (profiling) program and the management of waste related documents.

Responsibilities

- Duties include but are not limited to the following:

Essential function(s)

Profile Creation Tasks- Anticipated time allotment, 60%

- Create customer waste profiles, utilizing information provided by Ingenium sales, operations, and executive personnel.
- After creation and facility approval, ensure profile signatures are obtained from waste generators/customers.
- Track profiles for recertification.
- Custodian of electronic document copies and hard copies of profiles if applicable
- Liaison between TSDF and Ingenium branch personnel regarding characterization of customer wastes.
- Entry of technical information into Ingenium waste manifesting software, EnviroWare, for use by branch operations personnel.

Non-Essential function(s)

Profile Administrative Tasks- Anticipated time allotment, 40%

- Scanning, renaming, and electronically filing into Ingenium's management database.

Qualifications and Experience

3-5 years of experience in customer service and hazardous waste.

- Able to work with quotas and deadlines.
- Excellent communication skills including written, verbal, listening, and customer service skills with the ability to effectively communicate with and work well with others in order to manage projects, meetings, etc.
- Ability to project a calm and professional demeanor regardless of the type of environment (calm or fast paced) or type of clientele and the CSRs and field personnel.
- Attention to detail and high level of accuracy.
- Exceptional organizational skills with a high consideration to detail.
- Driven and highly self-motivated.
- Adept at time management.
- Able to work with finite deadlines.
- The ability to work independently with light supervision.
- Trustworthy, honest, respectful, and flexible.
- 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

TSRs at Ingenium work with technical chemists, CSRs, and TSRs of other companies from 4 US time zones. Knowledge of the locations of the different TSDFs and organizing daily tasks to work with these communication windows and alternate operating hours is important to maintain maximum speed and profile turnaround. Development of an organized personal daily workflow as a TSR is ideal for maximum efficiency.

Team Work

The TSR work involves creation and management of profiles and lab packs on a daily basis, and constant polling of the status of Ingenium profiles through TSDF portals and other facility TSRs and approval chemists. The importance of developing a working relationship with all the TSDF contacts is a critical part of the TSR work regimen, even if in the future the TSDFs are assigned to one Ingenium TSR as a primary contact.

Problem solving

Part of the TSR training is to know the profile criteria which place wastes in different treatment categories. Understand the acceptable materials for the TSDFs in use to prevent acceptance delays for our customers.

Technical Capabilities

A knowledge of chemistry and chemical and physical properties of materials is extremely useful. Experience in the use of characterization of materials from analytical reports and other scientific data is a significant part of the creation of profiles for Ingenium customers.

Communication

The TSR 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 he/she has resolved them in the appropriate way. Enhances and/or maintains quality and service.

Education and Certifications

- 4-Year College Degree in Science Discipline or other related field of study.

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: | N/A |

Employee Information

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|---------------------|--|
| Employees Name: | |
| Employee Signature: | |
| Date: | |

Supervisor Information

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|------------------------|--|
| Supervisors Name: | |
| Supervisors Signature: | |
| Date: | |