

OPERATIONS MANAGER

Overall Responsibility

This position is responsible for the day-to-day management of the company's collection operations, and for managing the fleet and structures necessary to support the collections operations.

This is salaried exempt position.

Supervision Received and Exercised

This position reports to the President and Executive Vice President and receives limited supervision. This position is responsible for the management of and supervision of all employees performing waste and recyclable materials collections, maintenance of vehicles and structures, dispatching and route auditing. Direct reports include the managers and supervisors who oversee line employees, both union and non-union.

Key Tasks and Responsibilities

Duties may include, but are not limited to, the following:

- Manages the day-to-day operations.
- Ensures that all routes are completed every day, directly or through Route Supervisors and/or Dispatchers.
- Handles any service-related issues that are upgraded to this level for resolutions.
- Reviews accident, injury and other incident reports for completeness, clarity and conformity to company procedures. Approves reports before submittal to the appropriate entity.
- Monitors budget targets and financial data related to collections.
- Keeps records of operations and submits reports as directed.
- Assists with the development of the department's budget.
- Directs the oversight of the administrative activities of the department, including the development and distribution of route sheets and maps, time sheets or other work-related documents.
- Oversees the accuracy, reliability and usefulness of the timekeeping system and coordinates with the payroll department.
- Oversees the development and maintenance of the department's safety and Illness and Injury Prevention Program (IIPP).



- Responsible for overseeing the development and improvements to the driver check-in and checkout procedures.
- Responsible for the condition of equipment and purchasing requests related to operations in conjunction with the Executive Vice President and the CFO.
- Responsible for recruitments, hiring practices, training, coaching, educating and discipline for the positions under direct supervision.
- Participates in recruiting and hiring drivers, helpers and department support staff.
- Develops training programs for drivers, helpers and support staff, and assures implementation of training and understanding of company policy.
- Provides the first point of contact for the union and represents the company at all union grievance and arbitration hearings. May be required to participate in union contract negotiations.
- May be required to attend public meetings and events after business hours.
- Performs other job-related duties as assigned.

Physical Demands

- Mobility within an office and a field environment for indefinite periods of time.
- Involves working in a waste and hazardous waste collection, disposal, recovery and recycling environment.
- Involves working in an environment with farm animals and plant materials.
- Involves sitting, standing, walking, reading, decision making, reaching above shoulder level, occasional lifting and carrying up to 20 pounds, using both hands for simple and firm grasping, climbing stairs and fine finger manipulation, e.g., keyboard and mobile phone skills.
- Requires clarity of hearing.
- Requires the ability to communicate clearly and effectively, in person, in writing and by telephone and email.
- Works Monday – Friday, may work Saturdays with other management staff, may be required to work on holidays or Saturdays following holidays, and occasional evening, weekend, late night or early morning hours may be necessary for meetings.
- May be called into work on Sundays and during emergencies.

Skills and Attributes

Knowledge of:

- Management practices and techniques used in the transportation and/or waste management industries.
- Occupational hazards and standard safety precautions necessary for collection and disposal assignments.



- Proper care and maintenance of equipment necessary to perform waste management collection operations.

Ability to:

- Manage the day-to-day waste collection and disposal, fleet and facilities operations.
- Understand and be aware of occupational hazards and standard safety precautions common to waste collection and disposal operations.
- Analyze situations and adopt an effective course of action.
- Understand the geography of the service area including the locations of streets, city/town boundaries and topographical and human-made hazards.
- Communicate clearly and concisely, orally and in writing in English.
- Demonstrate attention to detail.
- Demonstrate decision making and problem solving skills.
- Establish and maintain effective working relationships with those contacted during work.
- Operate a personal computer, a cell phone and a telephone.

Education and Experience

- Bachelor's Degree in Business management, Administration or a related field preferred. An additional four (4) years of related experience may substitute for the Bachelor's degree.
- High school diploma or G.E.D. certification is required.
- A minimum of five (5) years of waste or transportation industry experience.
- A minimum of three (3) years of supervisory and/or management experience in the waste or the transportation industry.
- Demonstrable proficiency with the Microsoft Office applications, Microsoft Word and Excel.

Position Type and Expected Hours of Work

This is a full-time position. Days of work are Monday through Friday. Typical hours are from 6:00 a.m. to 3 p.m. but hours will vary depending on the operation. May be required to work on holidays or on days following holidays, and occasional evening, weekend, late night or early morning hours may be necessary for meetings and deadline projects. May be called into work on Sundays and during emergencies.

Travel

No travel is expected for this position.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by Management

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position

Employee Signature

Date