



Position Description

Title: Operations Tech
Reports to: Operations Manager
Location: In-Office
FLSA Status: Non-Exempt
Salary Range: \$35,360 Annually

PRIMARY PURPOSE OF THE POSITION:

This position reports to the Operations Manager with the explicit purpose of performing all aspects of the Operations Department, including facilities and grounds, route support, and general maintenance of all equipment and assets.

KEY RESPONSIBILITIES: The following statements describe the key responsibilities to be performed by the position. Key responsibilities are those the individual must be able to perform unaided or with the assistance of a reasonable accommodation.

- Perform all duties of the operations department in destruction and records storage, facilities and grounds, including preventive and routine maintenance
- Assist route driver(s) with vehicle loading/unloading, route coordination to optimize efficiency, container placement, customer requests for pickup and/or removal of materials for shredding, vehicle maintenance (including current license tags, insurance, security of keys and cleanliness) and fill the role of back up driver when the normal route driver is unavailable
- Assist the front office with file pulls
- Shredding
- Box storage placement and retrieval
- Possess knowledge to analyze, evaluate, diagnose, and resolve equipment and process related problems
- Adherence to all company directives on regulatory, employee safety and environmental standards
- Maintain a clean and organized work area including serviceability and accountability of all tools, equipment, and supplies
- Maintain a team environment with other facility departments
- Provide exceptional customer service
- Complete all assigned tasks accurately and in a timely manner

IMS' philosophy is to maintain a flexible, cooperative and collaborating work environment; in that regard, this position will be expected to perform duties outside the key responsibilities.

MINIMUM REQUIREMENTS: The following is the requisite education and/or work experience for this position.

- High school diploma or equivalent required
- 5 years of previous progressive management responsibilities
- Knowledge of SOPs and company best practices
- Excellent communication skills
- Must be able to work independently
- Ability to work flexible hours when needed
- Must have experience with computer programs such as MS Word, Excel, Outlook
- Must be willing to do a variety of tasks including, but not limited to assisting in maintenance work and any other tasks as assigned.

SUCCESS SKILLS: The following are the skills needed to be successful in this position. Examples; leadership, communication, innovation, conflict management, problem solving, self-starter, etc.

Communicates professionally and effectively, both verbally and in writing, with colleagues and individuals inside and outside the company. Works effectively and relates well with others including colleagues, and individuals inside and outside the company. Exhibits a professional manner in dealing with others and works to maintain constructive working relationships. Depended upon to report to work at the scheduled time and seldom absent from work. Completes work in a timely, accurate and thorough manner and is conscientious about assignments. Utilizes analytical skills and possesses ability to follow direction in an environment where a sense of urgency, in terms of maximizing production and minimizing downtime, is present.

PHYSICAL DEMANDS: The physical demands describe 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.

While performing the duties of this position, the employee will be exposed to moving, mechanical parts, dusty conditions, high noise levels, internal and external temperature/weather conditions.

Specific Physical requirements include:

- Occasionally lifting weights of sixty (60) pounds or less.
- Climbing flights of stairs and ladders.
- Occasionally bending, twisting, and turning while lifting weights of less than sixty (60) pounds.
- Pushing brooms, shovels, etc.
- Working at heights and at temperatures from -10 to +100 degrees.
- Standing for extended periods of time.