



Field Operations/Site Manager

Job Description

Revised July 27, 2022

FLSA Classification: Exempt

Summary of Position

Grow, retain, and audit a network of potential Service Providers (Sub-Contractors) for snow removal management/services in our CRM system. Qualify and contract Service Providers to perform service for clients. Manage the document control process for Service Provider paperwork, ensuring that all documentation is signed and completed and that the appropriate insurance coverage is in place. Manage sites, Service Providers, and crews during the snow season to ensure customers receive superior quality and reliable services. Site management requires 24/7 availability during the snow season to be actively involved before, during, and after all snow events.

Responsibilities

Essential Functions

- Actively source for potential Service Providers. Build and maintain a database within our CRM system, including vetting prospective service providers.
 - Contract qualified Service Providers, at or above our minimum profit margin in a timely manner.
 - Obtain all documentation for contracting Service Providers, including W9, Certificate of Insurance (COI) with the required coverage, and pricing.
 - Review site maps, including snow pile locations, and scope of work with Service Providers and crews.
 - Meet the expectation of all KPI's including but not limited to; number of Service Providers added into CRM and number of service providers vetted.
 - Ensure all sites are assigned and routed to a service provider prior to the first winter weather event.
 - Collaborate and meet with the Sales Team to review customer contracts for specifications/scope of work.
 - Perform pre-season site walkthroughs with Service Providers for designated sites.
 - Assist with Service Provider training and ensure training is completed each season. Train a service provider onsite if needed.
 - Be actively involved before/during/after all snow events, including 24/7 availability, communicating with crews, and promptly responding to all requests for service (calls, e-mails, texts, etc...). Able to travel outside of geographical area if needed.
 - Follow CrewTracker before and during the storm. Review services in CrewTracker within 36 hours of storm ending to verify accuracy before financial reports are produced, reaching out to Service Providers for additional information. Manage Service Providers to make sure they are meeting this deadline and inform them of the consequences if they do not.
 - Review Financial Storm Summary Reports for accuracy and submit for approval by company due date.
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- Perform pre-storm, in-storm, and post-storm site visits to verify completion and documentation of quality service. Include pictures in CrewTracker for documentation.
- Communicate and collaborate with Senior Management and the Director of Snow Operations to make the decision on when service should begin prior to a storm.
- Provide Senior Management and the Director of Operations updates regularly during a storm. Promptly respond to all communication from leadership in a timely manner. (Calls, Texts, and/or Emails)
- Update and maintain CRM with any Service Provider issues or information changes.
- Evaluate and document Service Provider performance yearly.
- Ensure Service Providers perform pre and post-season inspections.
- Manage the process of identifying, documenting, and repairing damages that occurred during the snow season to the satisfaction of the customer.
- Maintain accurate records in CRM of which sites have equipment and salt onhand.
- Respond to service complaints within 1 hour of call. Partner with sales manager to ensure resolution is achieved to the customer's satisfaction. Document complaints in CRM.
- Ensure all ISO SN 9001 standards are fulfilled.

Nonessential Functions

- Perform plowing and salting operations for sites when and if needed.
- Document properties that are poorly serviced by competitors and pass them along to the Sales Team as potential customers.
- Complete and submit biweekly expense reports per company procedures.
- Follow all company policies and procedures.
- Perform other duties as may be requested by the management team.

Knowledge and Skills

- 2-4 years of experience in Snow Operations or a related field preferred.
- Knowledge of or experience working with equipment used for snow removal is preferred, including the ability to operate a plow truck and salter.
- Hold current driver's license, accompanied by a satisfactory driving record.
- 24x7 availability to be on call during the winter season.
- Ability to manage people and ensure accountability for results.
- Process management and problem-solving skills, including quick and solid follow through focused on achieving results.
- Proficiency with Excel (specifically working with formulas, data sorting and analysis).
- Proficiency with Microsoft Office, CRM systems, and navigating various software applications.
- Customer-focused; positive demeanor. The ability to develop and maintain effective working relationships with a wide audience (internal and external) while providing thoughtful resolutions to issues and communicating these issues with management and others appropriately.
- Strong verbal and written communication skills.
- Excellent time management and organizational skills, ability to multi-task and prioritize work.
- Ability to work independently or in a group setting.
- Must be readily adaptable to fast-paced, changing/evolving environment.
- Maintain a reliable and dependable attendance record.
- High level of integrity, work ethic, and confidentiality.

Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time.

**Work Environment/Physical Demands**

- Physical and mental endurance required for 24x7 availability during the winter season, including traveling to sites and being outside in winter weather conditions performing physical tasks.
 - Working in an office environment, many times in a remote capacity, using standard office equipment such as computers and phones.
 - Travel, mostly driving a motor vehicle to view and/or walk properties in winter weather conditions during a snow event or attend an offsite meeting.
 - The ability to sit, stand, bend, reach, push, pull, ascend/descend stairs, and walk for various lengths of time during business hours.
 - The ability to lift 50 pounds if needed.
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