



Field Site Manager - Seasonal

Manage property sites, seasonal equipment operators, and service providers during snow season, focusing on site inspections before, during, and after the storm. This is a part-time, temporary, seasonal position which will generally run from October through April.

Snow and Ice Management (SIMCO) is a regional snow contracting company for businesses and commercial properties. We specifically focus on snow and ice management and offer a wide range of snow removal services that include: snow plowing, ice control, snow hauling and stacking, sidewalk shoveling and deicing, and much more. We pride ourselves on a high level of customer service, along with quick turnaround times for invoicing and payment.

Responsibilities

- Check on property sites during snow events in their assigned territory. Perform onsite pre-storm and post-storm inspections for quality assurance in preparation for the sites' operating hours. It is mandatory to check in on CrewTracker when performing onsite visits, documenting conditions of the property, and taking pictures.
- Be actively involved during all snow events; this could be 24/7 across multiple days, including week-ends, and never a set day or time.
- Confirm Seasonal Equipment Operators and Service Providers are ready for snow events, with ample salt, functional equipment, etc.
- Interact with contracted service providers in assigned geographic area to ensure all aspects and specifications of the customer service agreements are being followed.
- Be in constant contact with Seasonal Equipment Operators and Service Providers before/during/after snow storm via email, phone, or text messaging, giving appropriate directions.
- Continually monitor CrewTracker during a storm to ensure all clients sites are being serviced and maintained by the service providers.
- 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.
- Respond to client calls for service complaints within 1 hour of call; feedback on service request must be communicated to management. Resolve all complaints, call outs and requests from clients to their satisfaction. Document on call log housed on the server.
- Document and address immediately any damages occurring during a snow event.

Qualifications

- Managerial experience strongly preferred.
 - 3-5 years of snow experience preferred.
 - Knowledge of equipment used for snow removal
 - Hold current driver's license, accompanied by a satisfactory driving record.
 - 24x7 availability to be on call during the winter season.
 - Proficiency with Excel (specifically working with formulas, data sorting and analysis).
 - Proficiency with Microsoft Office, CRM systems, and navigating various software applications. Experience with Zoho CRM and Crew Tracker preferred.
 - Problem solving skills, including quick and solid follow through focused on achieving results.
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- 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 customer 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.
- Flexibility in schedule vital, particularly during peak times.
- 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.

To apply, send resume to HR@snowandicemgmt.com.

Our Core Values are all about SNOW:

- **S**erve Our Customer – We focus on the customer’s needs and respond to them in a timely manner. We keep open and positive communication with our customers.
- **N**ow We Grow – We set ambitious goals and strive to exceed them. We manage projects and challenges today and do not delay them until tomorrow.
- **O**pen Door Collaboration – We communicate openly and respectfully among our team and use this communication to promote innovation, ensure compliance, and solve problems.
- **W**e Know Snow – We continually build our knowledge of the snow industry and our professional responsibilities through independent study, classroom training, and field experience.

Snow and Ice Management is an Equal Opportunity Employer.