



JOB TITLE: General Manager

FLSA: Exempt

General Summary

Responsible for all localized activities of the organization. Accountable for the obtainment of optimum efficiency and economy of all Operational Divisions within. Expected to maximize profits by performing the following duties personally or through subordinate leadership.

Primary Responsibilities

- Set clear expectations, lead, coordinate, and direct plant supervisors on initiatives from Corporate and Divisional leaders.
- Promote all aspects of The Statement of Purpose and drive attainment of company Key Strategic Goals.
- Coordinate and communicate daily with the local employee base any items of concern as they might relate to the following:
 - Safety
 - Quality and volumes of discharge
 - Unloading practices
 - Compliance with DEP, IDEM, MMSD, POTW permits, and all other Regulatory Authorities
 - Processing bottlenecks
 - Load rejections
 - Completion of Waste Analyzer
 - Communication with RA/CRS concerning pricing changes as needed.
 - Leveraging the acceptance of a waste that was off spec.
- Daily attention to Preventative Maintenance and Internal Audit obligations.
- Reinforce division leaders' directives – follow up as necessary to ensure progress and compliance at all levels.
- Communicate local situations, decisions, and actions to appropriate Division and Corporate leaders.

- Analyze division or department budget requests, sales and activity reports, and other performance data to measure productivity and goal achievement and identify areas in which cost reductions and program improvements can be made.
- Influence work schedules and assignment of specific duties.
- Establish and implement policies, goals objectives and procedures, conferring with organization officials as necessary.
- Directly supervise up to 10 employees; carry out responsibilities in accordance with the organization's policies and applicable laws. Personnel responsibilities consist of; appraising performance; rewarding and disciplining employees; addressing complaints and conflict resolution; determining staffing requirements, interviewing, hiring and training new employees.
- Promote organization in industry and trade associations.
- Pursue all unidentified growth opportunities.

Job Skills & Abilities

- Client and Personal Service – Knowledge of principles and processes for providing client and personal services. This includes customer needs assessment, meeting quality standards for services; and evaluation of client satisfaction.
- Language - Ability to read, analyze, and interpret regulatory, scientific and technical journals, financial reports, and potentially legal documents; to respond to common inquiries or complaints from clients, regulatory agencies, or members of the business community.
- Administrative and Management – Knowledge of business and management principles involved in Lean principles, resource requisition and allocation, leadership technique, production methods, and coordination of people and resources.
- Reasoning Ability – Ability to collect data, define problems, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions and deal with several abstract and concrete variables.
- Active Listening – giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Communicating – Effectively providing information to clients, supervisors, peers, and subordinates by telephone, in written form, e-mail, or in person.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Monitoring – Monitoring/Assessing performance of you, other individuals, or organizations to make improvements or take corrective action.

- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Judgment & Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Education/Experience

BA or equivalent plus; or ten (10) years related experience and/or training; or equivalent combination of education and experience in industry.

Technology Requirements

Customer Relationship Management CRM Software – NetSuite NetCRM
Office Suite Software – Microsoft Office

Other Requirements

- Integrity – Job requires being honest and ethical.
- Cooperation – Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Attention to Detail – Job requires being careful about detail and thoroughness in completing work tasks.
- Leadership – Job requires a willingness to lead, take charge, and offer perspective and direction.
- Persistence – Job requires persistence in the face of obstacles.