



<b>Job title</b>	<i>Operations Supervisor – Commercial Services</i>
<b>Reports to</b>	<i>Operations Director</i>

### **Job Purpose**

The Operations Supervisor – Commercial Services is responsible for managing municipal and commercial Roll-Off routes, equipment, inventory, and complying with DOT regulations. The primary goal for this role is to effectively manage and oversee current commercial operations, as well as develop and foster team development and customer relations. This position plays a vital role within a team of Operation Supervisors, collaborating to ensure alignment and excellent operations company wide.

### **Duties and Responsibilities**

The Operations Supervisor is a hands-on leadership role. This role requires strong leadership abilities, a deep understanding of operational duties, knowledge of DOT regulations, exceptional customer service and problem-solving skills. The Operations Supervisor – Commercial Services plays a vital role in maintaining the efficiency and profitability of the CWS Commercial line of business.

Duties include but are not limited to:

- **Leadership and Team Development:**
  - Provide strategic direction and leadership to the Commercial team, ensuring alignment with the company's core values, goals and objectives.
  - Oversee a growing team of drivers, administrators, and customer service representatives, fostering a culture of employee and team development.
  - Assist in the development and implementation of operational policies and procedures to optimize efficiency and ensure compliance with company standards and regulatory requirements.
  
- **Employee Management:**
  - Oversee the hiring process for new employees within the Commercial field, ensuring proper staffing and employee onboarding.
  - Conduct regular performance evaluations and provide coaching and training as needed to maintain high standards of service and continuous team development.
  - Administer disciplinary actions up to and including terminations.
  - Ensure the engagement and satisfaction of all County Waste Service employees.
  
- **Asset Management:**
  - Collaborate between the Safety and Maintenance teams to comply with DOT and regulatory guidelines on all Commercial assets.
  - Coordinate with the Maintenance department to ensure equipment maintenance and repair schedules minimize downtime and ensure safe operation of vehicles and assets.

- Oversee the purchasing and inventory of all commercial containers, sustaining adequate inventory for sales and deployment.
- Maintain an accurate record of serial numbers and container placement to ensure all assets are accounted for.
- Maintain the cleanliness of all Commercial assets in compliance of company standards and policies.
- **Safety**
  - Foster a culture of safety, excellence, innovation, and continuous improvement throughout the line of business.
  - Monitor safety programs and software to ensure compliance with federal, state, and local laws and regulations regarding employee and civilian safety.
  - Investigate and rectify all incidents or accidents related to customers or civilians.
  - Attend safety meetings to ensure the continuous improvement of safety for all CWS employees.
- **Customer Service:**
  - Ensure all commercial customers are serviced as scheduled.
  - Maintain a positive evaluation from current customers.
  - Implement solutions to resolve immediate and foreseeable issues.
  - Investigate and rectify all incidents or accidents related to customers or civilians.
  - Monitor customer complaints to schedule training or adjustments as needed.
  - Verify pricing is accurate for all Municipal and Commercial Roll-Off accounts.
- **Collection**
  - Schedule and coordinate daily routes and assignments to maximize efficiency and meet service goals per company standards.
  - Develop and implement efficient route strategies to optimize performance and maximize profitability.
  - Review employee collection times to ensure compliance with company and DOT Hours of Service regulations.
  - Assist in the review of Commercial Productivity reports, ensuring efficient and productive collections routes.
  - Ensure accurate and safe disposal and transportation methods in accordance to Company, State, & Federal regulations.
- **Business Development**
  - Utilize lead-generation software(s) to perform cold calls and/or introductory emails to generate new business.
  - Provide assistance to the Business Development team forecasting goals for sales in the Commercial line of business.
  - Assist the Municipal team in generating new business in contracted municipalities.
  - Assist in the continuous development of the environmental line of business, ensuring proper disposal and transportation methods.

## Qualifications

Qualifications include:

- Minimum of 5 years in Management / Leadership role required.
- Preferred bachelor's degree in business or related field.
- CDL or ability to obtain within 6 months of hire.
- Outstanding organizational and leadership abilities.
- Demonstrable competency in customer relations
- Exceptional decision-making and problem-solving skills
- Strong moral and ethical principles
- Excellent verbal and written communication skills
- Knowledge of statutes, rules and regulations pertaining to company business
- Proficient understanding of business sensitivities and confidentiality
- Ability to represent CWS in a professional and engaging manner.

## Working Conditions

The Operations Supervisor – Commercial Services may work in various conditions and can be exposed to extreme heat, cold, humidity, precipitation, dusty conditions, mechanical parts, electrical hazards, hazardous chemicals, and noxious fumes and odors in both indoor and outdoor environments. Travel and working in various locations may be required occasionally.

## Direct Reports

This position oversees the Commercial Drivers, Delivery Drivers, Administrators, and Customer Service Representatives.

## Key Performance Indicators

- Maintain 95% accuracy on serial numbers and container placement / tracking.
- Maintain 99% accuracy on all contract pricing for all Roll-Off accounts.
- Perform and maintain a minimum 4.8-star review rating on all social media and internet platforms.
- Investigate and rectify all commercial incidents within 5 business days of receipt.
- Maintain a 90% utilization rate for all active assets including CMV's.
- Maintain a record of 1 DOT Violation or less per fiscal year per 5 active CMV assets.
- Ensure the compliance of safety regulations to withstand an industry standard TRIR Score of < 1 recordable per fiscal year.

<b>Employee Signature</b>	
<b>Manager Signature</b>	
<b>Reviewed</b>	
<b>Date Approved</b>	