



ONSITE MANAGEMENT GROUP

**Job Title:** Field Support Supervisor

**Location:**

**FLSA Status:** Exempt

**EEO Classification:** Professional

**Reports to:** Operations Manager

**Employee Type:** Full-time

**Prepared by:** Human Resources

**Date Prepared:** August 17, 2012

OMG, LLC is a first class, service oriented organization that delivers value and excellence to our customers while enhancing the community. As such, we strive to demonstrate the following: Excellence in all we do; "Can do" attitude; Teamwork; Openness in communication; Honesty, Integrity and Candor; Positive attitude; Excellent attendance record; Promptness and a Strong work ethic. Our reputation for the highest level of quality and service rests 100% on the efforts of our employees. In order to continue our growth and success, we must constantly look to add high-caliber individuals to our team.

#### **Summary:**

Reporting to the Operations Manager, this employee is responsible for the daily operations of all site areas and will report all written updates and reports within this scope of responsibility. He/She will ensure that all Field Service Projects are completed within budget and deadline and work to maintain all client needs; display proficiency in all area duties including, but not limited to Mail Operations, Print/Copy Services, and Courier Services; develop and maintain working relationships with OMG staff, Client Liaisons, client employees and related vendors; coordinate and provide pertinent information and training for client and OMG staff to improve efficiencies in all areas managed; identify growth in business opportunities within the area; attend or participate in activities sponsored by: Local PCC, Chamber of Commerce and Community Events and must be able to work in a fast paced environment and capable of handling situations of considerable difficulty.

#### **Essential Duties and Responsibilities:**

1. Responsible for multiple sites in the area and have the ability to travel to various sites as needed.
2. Responsible for providing operations support to all area management staff.
3. Ensures cleanliness and professional appearance at all area sites.
4. Ensures a positive working relationship with employees at each site.
5. Responsible for end of the month related reports or as required.
6. Assists site supervisors and managers with quarterly review binders to ensure timely updates.
7. Provides good customer relations, assist when needed or asked.
8. Ensures each staff member at each site is cross trained at assigned site and other sites.
9. Monitors each site's daily activity/productivity through Daily Recap sheets.
10. Understands and can communicate OMG Policy and Procedures to employees.
11. Available to assist with start-up situations to establish procedures and work flow.
12. Completes annual appraisals for assigned team members.
13. Develops staff, mentoring, and providing career coaching and motivating your staff, individually and as a group.
14. Suggests cost cutting projects.
15. Assists with hiring and retaining of employees.
16. Assists with training of new employees at area sites.
17. Monitors site progress and ensure its congruence with established performances.
18. Prepares and reviews annual or probationary employee performances.



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19. Conducts quarterly site performance survey reports.
20. Maintains updated SOPs (Standard Operating Procedures) for site.
21. Attends OMG management meetings and designated training classes.
22. Supports diversity throughout the company and in establishing an effective team.
23. Other duties as assigned by supervisor.

**Other Duties:**

1. Evaluates and recommends any changes in workflow processes; evaluates and recommends solutions to Senior Management. Assesses need of clients to ensure proper contract requirements. These recommendations are accepted based on research, documentation, and cost justifications.
2. Assists in consulting responsibility for the other sites and would have input on subjects proficient in.
3. Approval of staffing and expense management.
4. Approval of workflow, equipment and technology solutions and recommendations.
5. Responsibility for staff and vendor performance in relationship to services.

**Qualifications:**

**KNOWLEDGE:**

1. Marketing/Sales
2. Running the business
3. Finance
4. Human Capital
5. Strategic Planning

**SKILLS:**

6. Communication
7. Negotiation
8. Problem Solving
9. Change Management
10. Coach and Mentoring

**ABILITIES:**

11. Focused Drive
12. Solve problems efficiently
13. Emotional Intelligence
14. Trusted Influence
15. Conceptual Thinking
16. Systems Thinking

**Physical Demands**

- Fine and/or gross motor skills, including the ability to grasp, lift and/or carry or otherwise move packages on a standard wheeled cart with a load capacity of 100lbs.
- Ability to walk, bend, kneel, stand, and/or sit for an extended period of time
- Manual dexterity required for operating office machinery (phone, copy machines, binding equipment, etc)
- The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- The ability to lift approximately 50lbs. on a regular basis.

**OMG, LLC reserves the right to revise and alter this job description as needed.**



Approved: \_\_\_\_\_

Date: \_\_\_\_\_

Employee Statement:

I have read this job description and a copy has been provided to me. My signature below certifies that I am able to perform the essential functions of this position.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_