
Safety-Kleen Systems, Inc.

Job Description

Job Title: Account Manager
Department: Sales
Reports To: District Sales Manager
FLSA Status: Exempt
Approved By: SVP HR
Approved Date: 01/29/07

Summary: The MSS will continually manage an account base outside of the ordinary service schedule. This position will also grow business internally and externally. The MSS will act as the primary point of contact for customers with questions / concerns / new business. This should be a motivated person who possesses consultative selling abilities and who is skilled at building long-term business relationships within the assigned sales territory.

Essential Duties and Responsibilities include but are not limited to the following.

- Completion of necessary paperwork (waste profiling, quotations etc).
- Communication with service, office, and warehouse staff.
- Build relationships with key buyers in territory.
- Assess current/potential business in existing accounts and create strategy to grow business.
- Analyze customer needs and design sales, customer service and account management processes to acquire and retain accounts.
- Prepare and deliver customer quotes and identify new solutions for customers
- Provide technical and sales assistance to customers.
- Serve as interface between customers and company by ensuring that customer needs are met and by handling customer complaints.
- Prepare sales plans and future period forecast's.
- Monitor and track sales plan to ensure sales quota is met; prepare regular status reports.
- Keep abreast of products, market conditions and competitive activities.
- Exhibit knowledge of hazardous waste regulations.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and/or Experience: Two years of college or specialized training (business or environmental) is required plus 1-3 years experience. Bachelor's degree plus coursework and certification is preferred. Alternative combinations of education and experience may be accepted in lieu of degree.

Competencies and Skills: Analytical, prioritization, organization, computer and leadership skills. Must be proficient working with spreadsheets as well as CRM software tools.

Physical Demands: While performing the duties of this job, the employee must frequently drive a car.

Safety-Kleen Systems, Inc.**Job Description**

Job Title: Branch General Manager
Department: Branch Sales & Service
Reports To: District Manager
FLSA Status: Exempt
Approved By: SVP HR
Approved Date: 01/29/07

Summary: The Branch General Manager is responsible for financial and operational management including: financial performance against quota or budget (P & L), EH&S compliance through the Environmental Management System (EMS), and operational management of the facilities and of the human resources.

Essential Duties and Responsibilities include but are not limited to the following.

- Manage the branch operations including hiring, training, and supervision of the staff.
- Manage sales and service staff in achieving customer retention, on-time service performance, and accounts receivable goals by: observing corporate operating guidelines, training and reinforcing critical service skills, and working to prevent and resolve customer service issues.
- Conduct inspections and ride-alongs with sales and service staff to ensure timely and effective servicing of customers' equipment.
- Profit or loss of the facility(ies) by focusing on building new business relationships and maintaining existing customer bases and satisfaction.
- Prepare branch sales/service forecast and budget.
- Knowledge of, and compliance with hazardous waste regulations, and RCRA permit conditions. Monitoring/supervising daily operations to assure performance is within regulatory guidelines. Health & Safety leadership to ensure compliance with OSHA regulations.
- Maintenance of branch fleet to company standards, assistance with branch incident alert and spill response systems, and control of branch inventory.
- Maximize collection of money at the time of service, collect on overdue accounts, and determine when to pull an account.
- Ensure that all branch customer service practices are conducted consistent with high ethical standards.

Supervisory Responsibility:

The Branch General Manager recommends hiring, training, scheduling, performance appraisal, promoting, compensation, corrective action and termination.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/Or Experience: Minimum of High School diploma or (GED). Bachelor's degree preferred. At least 5 years experience in a sales and service organization.

Certificates, Licenses, Registrations: Class B CDL, Haz Mat, Air Brakes and Tankers endorsement.

Physical Demands: While performing the duties of this job, the employee must frequently sit for long periods of time, use the computer, as well as occasionally lift up to 25 pounds. There will also be some occasional need for bending, kneeling, or reaching.

Work Environment: While performing the duties of this job, the employee has some exposure to warehouse as well as outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions; extreme cold; extreme heat.

Safety-Kleen Systems, Inc.

Job Description

Job Title: Customer Service Manager
Department: Branch Services
Reports To: Branch General Manager
FLSA Status: Exempt
Approved By: SVP HR
Approved Date: 01/29/07

Summary: The Customer Service Manager is responsible for ensuring optimum customer service leading to retention and expansion of the branch business. Key responsibilities include supervising customer service staff, ensuring services are completed in a timely manner, and managing customer relationships.

Essential Duties and Responsibilities include but are not limited to the following.

- Manage the branch customer service functions including hiring, training and supervision of the sales and service representatives (SSR).
- Manage sales and service staff in achieving customer retention, on-time service performance, and accounts receivable goals by: observing corporate operating guidelines, training and reinforcing critical service skills, and working to prevent and resolve customer service issues.
- Conduct inspections and ride-alongs with sales and service staff to ensure timely and effective servicing of customers' equipment.
- Direct branch service scheduling and logistics to ensure on-time performance for all customers by aligning territories, defining routes, and managing associated paperwork.
- Exhibit knowledge of hazardous waste regulations and RCRA permit conditions. Monitor daily operations with respect to drivers to assure performance is within regulatory guidelines.
- Work with Branch General Manager (BGM) to ensure effective operation of the branch including maintenance and operation of branch fleet to company standards, assistance with branch incident alert and spill response systems, and control of branch inventory.
- Administer branch accounts receivable program to maximize collection of money at the time of service, collect on overdue accounts, and determine when to pull an account.
- Ensure that all branch customer service practices are conducted consistent with high ethical standards.

Supervisory Responsibility:

The Customer Service Manager recommends hiring, training, scheduling, performance appraisal, promoting, compensation, and termination.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and/Or Experience: High school diploma or (GED). 3-5 years experience and/or related training.

Certificates, Licenses, Registrations: Class B CDL, Haz Mat, Air Brakes and Tankers endorsement.

Physical Demands: While performing the duties of this job, the employee must frequently stand, walk, bend, use the computer, reach, squat, stoop and twist. The employee must frequently carry, lift, pull or push up to 50 pounds. The employee will occasionally drive a large truck.

Work Environment: While performing the duties of this job, the employee is frequently exposed to warehouse and outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions; extreme cold; extreme heat.

Safety-Kleen Systems, Inc.**Job Description**

Job Title: Branch Administrator
Department: Branch Services
Reports To: Branch General Manager
FLSA Status: Exempt
Approved By: SVP HR
Approved Date: 03/26/07

Summary: The Branch Administrator is an administrative position responsible for maintaining detailed and accurate company, branch, and customer files.

Essential Duties and Responsibilities include but are not limited to the following.

- Assembles packages of documents for Sales Representatives.
- Check Sales or Hazardous Waste documents turned in by Sales Representatives.
- Ensure proper completion of paperwork including manifests, and alert manager of errors.
- Provide customer service functions by responding to customer inquiries and/or complaints, handling or routing service questions, and solving problem accounts.
- Prepare Manual Forms, Manifests and LDR forms, as required.
- Distribute copies of service documents and manifests to customers, various Safety-Kleen locations, and to governmental agencies, as required.
- Contact customers delinquent in payment and coordinates pick-up of payments.
- Log wastes, adjusts service scheduling, prepares reports, completes MMVR reports and checks manifests for assigned territories.
- Provide other clerical support duties as requested.
- Exhibit knowledge of hazardous waste regulations with regard to daily branch responsibilities

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and/Or Experience: High school diploma and six months+ related experience, and/or training.

Competencies and Skills: Customer Service, Attention to Detail, Recognize the importance of Safety, Time Management, Product Knowledge, Sense of Direction, and Organization skills.

Physical Demands: While performing the duties of this job, the employee must frequently sit at a work station using the computer.

Job Description

Job Title: Material Handler
Department: Branch Services
Reports To: Branch General Manager
FLSA Status: Exempt
Approved By: SVP HR
Approved Date: 03/26/07

Summary: The Material Handler works in the warehouse handling hazardous waste material using a forklift or other equipment.

Essential Duties and Responsibilities include but are not limited to the following.

- Loads finished product bulk shipments, and completes paperwork.
- Samples inbound bulk shipments and completes paperwork.
- Inventory and maintain loading and unloading areas.
- Prepares bulk wastes for shipment to other Safety-Kleen locations.
- Empties bulk into holding vessel.
- Washes "used parts washer" drums in drum washer and fills clean drums with solvent.
- Shrink wraps containerized wastes, arranging the waste on the pallet so all labels are showing, and prepares the shipment for transportation to other Safety-Kleen locations.
- Checks all trucks for proper strapping of drums and that cargo doors are closed.
- Disassembles returned parts washing machines and prepares them for shipment to the DC.
- Completes daily/weekly facility inspection required by Part B Permit or by Safety-Kleen, as assigned by the Branch Manager.
- Monitors waste quantity and storage limits and notifies the Branch Manager if limits will be exceeded within 24-48 hours so action can be taken.
- Oversees retained sample program.
- Ensure dock, warehouse and return & fill areas are cleaned and organized at all times.
- Exhibit knowledge of hazardous waste regulations with regard to warehouse operations and permit conditions.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and/or Experience: High school diploma and six months+ related experience, and/or training. Familiar with H.S.E. and M.S.D.S. for all product used and stored at the facility. Certified forklift operator. Certified in hazardous waste operations and emergency response.

Competencies and Skills: Customer Service, Attention to Detail, Recognize the importance of Safety, Time Management, Product Knowledge, Sense of Direction, and Organization skills.

Physical Demands: Exert up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. Stands and/or walks more than 4 hours a day. Hand Tools & Small Power Tools; Hand Truck/Dolly; Large Power Tools & Equipment, Forklift, Truck, Wench; Personal Protective Equipment.

Safety-Kleen Systems, Inc.**Job Description**

Job Title: Sales and Service Representative
Department: Branch Services
Reports To: Branch Service Manager
FLSA Status: Exempt
Approved By: SVP HR
Approved Date: 01/29/07

Summary: Services SK machines at customer sites, sells new products to existing customers, removes waste from customer sites and provides on-site customer service.

Essential Duties and Responsibilities include but are not limited to the following.

- Receive manifests, labels, route schedule from office staff.
- Select, pull, and load needed inventory (empty drums, pig products, new machines, etc) per route schedule.
- Perform daily truck check & complete truck check list form.
- Perform routine route
- Properly label, scan, and document waste picked up from customer site.
- Present receipt to customer as well as address any customer service issues or sales opportunities.
- Complete end of day paperwork.
- Exhibit knowledge of hazardous waste regulations.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and/Or Experience: High school diploma or (GED) and six months+ related experience, and/or training.

Certificates, Licenses, Registrations: Class C CDL and hazmat certifications.

Competencies and Skills: Customer Service, Attention to Detail, Recognize the importance of Safety, Time Management, Product Knowledge, Sense of Direction, Knowledge of Hazardous Waste, and Organization skills.

Physical Demands: While performing the duties of this job, the employee must frequently sit, walk, stand, crawl or drive a truck. The employee must frequently carry, lift, pull or push 50 pounds or more. The employee is constantly required to reach, bend, kneel, squat, climb, stoop or twist; and talk or hear. The employee must constantly drive a large truck and/or move heavy equipment.

Work Environment: While performing the duties of this job, the employee is frequently exposed to moving mechanical parts and outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions; high, precarious places; fumes or airborne particles; extreme cold; extreme heat; and risk of electrical shock.

Safety-Kleen Systems, Inc.**Job Description**

Job Title: Vacuum Sales and Service Representative
Department: Branch Services
Reports To: Branch General Manager
FLSA Status: Exempt/Non-Exempt
Approved By: SVP HR
Approved Date: 01/29/07

Summary: The VSSR provides waste fluid removal services to our customers. This involves using vacuum equipment to pump waste materials and liquid from oil-water separator pits, as well as transporting & delivering the waste material to Safety-Kleen disposal sites.

Essential Duties and Responsibilities include but are not limited to the following.

- Receive manifests, labels & route schedule from office staff
- Perform Pre & Post Trip Inspection Report
- Perform routine route and associated daily activities.
- Properly label, scan and document waste materials & liquids removed from customer site.
- Present receipt to customer, obtain authorized signature, as well as answer any customer service issues.
- Complete end of day paperwork.
- Ensure environmental compliance and operate vehicles in accordance with DOT, local, state and federal requirements.
- Ensure strict compliance to Branch SOP's.
- Exhibit knowledge of used oil regulations with respect to responsibilities

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and/Or Experience: High school diploma or (GED) and six months+ related experience, and/or training.

Certificates, Licenses, Registrations: Class C CDL and Haz Mat endorsement and Tanker.

Competencies and Skills: Customer Service, Attention to Detail, Recognize the importance of, and adherence to, Safety regulations and policies, Time Management, Product Knowledge, Sense of Direction, Knowledge of Hazardous Waste, and Organization skills.

Physical Demands: While performing the duties of this job, the employee must frequently sit, walk, stand, crawl or drive a truck with reasonable accommodations. The employee must frequently carry, lift, pull or push 50 pounds or more. The employee is constantly required to reach, bend, kneel, squat, climb, stoop or twist; and talk or hear. The employee must constantly drive a large truck.

Work Environment: While performing the duties of this job, the employee is frequently exposed to moving mechanical parts and outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions; high, precarious places; fumes or airborne particles; extreme cold; extreme heat; and risk of electrical shock.