JOB DESCRIPTION

**Title:** General Manager, Deck Tech

**Classification:** Exempt

**Reports to:** Executive

**Date:** 11/18/2022

# Summary/Objective

PWS Environmental, Inc. is tasking a General Manager to organize and oversee the daily operations of our Deck Tech business unit. Deck Tech (<http://www.decktechinc.com/>) is the largest wood restoration company in the Midwest with over 20 years of robust experience and expertise servicing both residential and commercial customers. We have proprietary, industry-leading products, are in the process of rolling out a new ERP system, and we have the team and company capabilities to grow significantly in the years ahead, expanding into new services and markets.

In this General Manager role, you will be the one to ensure that our business is well-coordinated and productive by managing its processes and leading its people. The area of responsibility for this role is wide and requires thorough learning and knowledge of company processes and systems and excellent execution. The ideal candidate must be multi-faceted and able to plan and coordinate a variety of operational activities simultaneously.

This role requires a proven leader who can discover and employ the most effective and efficient ways to run the business, which spans People, Process, Technology, Marketing and Financial components. You must be able to deliver exceptional customer service and innovate and strategically plan to ensure long-term success and sustainability. A key goal is to develop the team and improve/optimize operations while laying the groundwork for growth and expansion.

# Essential Functions

* Leads the business unit to accomplish targeted strategic and financial goals.
* Works closely with the rest of the Executive team to make decisions for operational activities and changes.
* Develops, coaches and motivates team members, clearly communicating the vision and expectations.
* Establishes quantitative and qualitative metrics, guidelines and standards by which the company’s efficiency and effectiveness can be measured; identifies opportunities for improvement and evaluates overall performance.
* Reviews, analyzes and improves business policies and processes to optimize day-to-day operations.
* Plans and monitors the daily running of all aspects of the business to ensure smooth execution and progress.
* Helps develop and implement a detailed Quality & Safety Plan encompassing all aspects of the operation.
* Plans, directs, controls, implements, evaluates, monitors and forecasts budgets and costs of each division to achieve financial objectives. Reviews financial information and adjusts operational forecasts to achieve goals.
* Communicates and explains new directives and policies/processes to team members and addresses concerns.
* Improves customer service, support and satisfaction through policy and procedural changes.
* Projects a positive image of the organization to employees, customers, vendors/partners and the community.
* Manages procurement processes and coordinates material and resource purchasing and allocation.
* Manages relationships and agreements with external partners/vendors and assists with Marketing strategy.
* Ensures that the company complies with all applicable laws and safety, quality and environmental guidelines.

# Competencies

Ability to Learn

Adaptability

Analytical Skills

Assertiveness

Budgeting

Coaching

Communication Skills

Customer-Oriented

Decisiveness

Dynamic Motivator

Energy

Innovation

Integrity

Leadership

Management

People, Process & Systems Driven

Perseverance

Problem-Solving

Relationship Management

Results-Oriented

Strategic Thinking & Planning

Tactical Execution

Vision

Work Ethic

# Supervisory Responsibility

This position has significant supervisory responsibilities, specifics will be discussed during the interview process.

# Work Environment

This job operates in a dynamic, fast-paced environment and utilizes standard office equipment and technology, and deck restoration and carpentry products, and work will entail office and customer sites and vendor/partner settings.

# Schedule & Travel

This is a full-time Executive leadership role with responsibilities spanning beyond the typical 8am-5pm Monday-Friday schedule. We have teams working nights and weekends at times and specific hours and expectations will be provided. This role will require local travel to customer sites and vendor/partner meetings and may require domestic travel.

# Required Education and Experience

* Proven experience in the direct support and leadership of manager and lead/coordinator level roles, administrative and office staff, and field and service technicians.
* Proven experience with fostering close, cooperative relationships with peer leaders, sales management and reps and support personnel.
* Proven track record in achieving strategic and financial goals.
* 10+ years of operational management experience.
* Demonstrated proficiency using Microsoft Office and CRM/ERP systems and with data analysis.

# Preferred Education and Experience

* Associates, Bachelor’s or Master’s degree preferred but business experience can make up for formal education.
* Services industry experience preferred but not required.

# Other Duties

Other duties as assigned. Please note, this job description is not designed to include a comprehensive list of all activities, duties or responsibilities that are required of this role. Duties, responsibilities and activities may change at any time.

# Signatures

*This Job Description has been approved by all levels of Management:*

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| --- | --- |
|  |  |
| Manager Signature | Date |
|  |  |
| Human Resources Signature | Date |

*Employee Signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.*

|  |  |
| --- | --- |
|  |  |
| Employee Signature | Date |