

## **Custom-Crete, a US Concrete Company**

### **Job Description**

**Job Title:** Technical Service Manager (215TS1)  
**FSLA Status:** Exempt  
**Prepared Date:** June 5, 2015

#### **Job Summary**

The Technical Services Manager is responsible for administering the quality program across all plants to ensure manufacturing of highest quality and damage free finished products. Responsible for planning and executing product and material testing, compliance with safety regulations and manufacturing standards. This position involves performing analyses and technical work to ensure quality and consistency. Reports directly to the Vice President of the assigned division.

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

- \* Directs and oversees organization's quality specifications, procedures, and processes.
- \* Manages the day-to-day operations of quality testing and related quality control personnel, including scheduling product and materials testing, truck calibrations, and mix specifications.
- \* Directs and performs sampling and testing in accordance with American Society for Testing and Materials (ASTM) specifications to ensure products meet mix specifications established by the company.
- \* Develops and facilitates various training programs designed to increase general industry knowledge, concrete technology, and compliance with state and DOT requirements.
- \* Manages the design, implementation, and execution of testing schedules and procedure to ensure efficient and effective product testing.
- \* Produces, compiles, and reviews test results and comparisons to ensure consistency as well as understanding of short term/long term changes and variables to materials and finished products.
- \* Prepares written responses to complaints and correlates test results in relation to customer complaints to determine cause and prevent future complaints.
- \* Prepares written mix designs and specifications for sales bids, proposals, and presentations. Also responsible for assisting the sales team and various managers with technical presentations and meeting materials.
- \* Oversees truck and admixture dispense calibration testing. Verifies and conducts yield checks on equipment to ensure meter counts are accurately measured.
- \* Communicates with appropriate operation and management staff concerning testing frequency, results, or anomalies identified.
- \* Stays current with local municipalities and State DOT concrete mix requirements to ensure compliance in local market.

- \* Aides the operations team with jobsite observations, readiness planning, and scheduling of large or specialty projects.
- \* Expands job knowledge by participating in training opportunities, to include industry news and developments.
- \* Consults with various vendors and industry representatives to develop and improve product lines.
- \* Supports compliance with all OSHA regulations and ensures plants operate in a safe and secure manner through coordination with local and regional EH&S resources.
- \* Promotes and supports a culture of excellence directed towards the plant fundamentals of: Safety, Quality, Production Efficiency, Housekeeping and Preventative Maintenance.
- \* Other duties and responsibilities related to the nature of the job may be assigned on a temporary or permanent basis, as needed to support the successful business operation.

### **Supervisory Responsibilities**

- \* Responsibilities include interviewing, and training employees; planning assigning and directing work; appraising performance; addressing complaints and resolving problems.
- \* Recruiting, New hire training, coaching and counseling and completing appropriate documentation for each
- \* Responsible for managing time keeping system (Kronos) and appropriate personnel actions.
- \* Directly reviews and monitors efforts and initiatives carried out by the direct reports and other plant personnel.
- \* Conducting meetings, safety, informational, and motivational.
- \* Responsible for evaluating the performance, training needs, professional development, and discipline of direct reports.

### **Qualifications**

High School diploma and GED, degree preferred

Minimum 6-8 years related experience and/or training in related functions; or an equivalent combination of education, training and experience.

Prior experience in multi-site production/manufacturing environment required.

Must have valid driver's license.

Must have ability to read, analyze and interpret common financial reports and legal documents.

Proficient in MS Office suite, web-based data management tools and Internet applications.

Ability to respond to common inquiries or complaints from employees, regulatory agencies, or members of the business community and peers.

Ability to effectively present information to top management, public groups and/or boards of directors.

Must have the ability to define problems, collect data establish facts and draw valid conclusions

## **Physical Environment**

Frequent ability to sit, stand, and bend throughout shift

Frequent ability to see, type, speak, and listen throughout shift

Frequent ability to lift or move up to 50 pounds throughout shift

Frequent ability to climb, stretch and reach.

Frequent ability to travel 30%, to include overnight stay

Able to work in extreme conditions including hot or cold temperatures, noise, dirt, dust, with moderate noise levels.

US Concrete is an affirmative action and equal opportunity employer.