

**JOB TITLE:**

Drop-Off Station (DOS) Supervisor

**LOCATION:**

2950 E. Ellsworth Rd., Ann Arbor, MI 48104

**FLSA STATUS:**

This position is exempt for purposes of federal wage-hour law.

**ESSENTIAL FUNCTIONS:**

Under the direction of the DOS and MRF General Manager, the Drop-Off Station Supervisor will ensure outstanding customer service, efficient material processing, and a successful recycle environment to meet the recovery goals of the Drop-Off Station. The DOS Supervisor is a role model and leader and must solve problems, make informed decisions, inspire employee teamwork, and provide outstanding service to the community.

Duties include, but are not limited to, the following:

- Supervision and coordination of all day-to-day DOS operations, including, but not limited to:
  - POS/Cashier oversight, cash handling, drawer reconciliation and proper delivery of revenues for office safe;
  - Supervise and coordinate the activities of staff and volunteers;
  - Complete opening and closing procedures;
  - Assist manager in training, evaluating, and counseling DOS employees. May be asked to assist in terminations;
  - Exercise judgement and discretion in supervising and coordinating day-to-day operations;
  - Plan, coordinate and oversee inbound and outbound shipments of goods, materials, commodities and interdepartmental services;
  - Maintain site to maximize customer comfort, safety, and ease in unloading materials;
  - Rely on extensive experience and judgment to plan and accomplish goals;
  - Handle, resolve or refer various customer issues;
  - Assists management in operational/administrative functions at MRF as assigned;
  - Perform Processor I job duties as a back-up only as necessary;
  - Preparation of monthly invoices/reports for payments from vendors;
  - Receive, code and submit AP invoices for Management approval;
    - Maintain comprehensive filing systems for AR, AP and general site records;
  - Assigns responsibilities, monitors and summarizes progress of projects for management;
  - Assists in preparation of various reports as assigned;
  - Assists in the preparation of annual budget;
  - Communicate all pertinent DOS issues regularly with management;
  - Help plan and carry out special projects as assigned;
  - Other duties as defined.

**JOB REQUIREMENTS:**

The successful candidate must possess the following job requirements:

- Minimum of 5 years of experience in a leadership role in the recycle industry or similar business or an equivalent combination of demonstrated experience and leadership
- Intermediate or better skill with Microsoft Office application suite, with emphasis on Excel.
- Ability to work independently.
- Ability to frequently lift 50 pounds and occasionally lift up to 100 pounds, and to assist in material lifting on a daily basis.
- Ability to work within and contribute to a teamwork environment.
- Ability to communicate with a diverse customer base, and have exceptional, demonstrated customer service skills.
- Maintain a professional appearance and attitude.
- Be flexible and adaptable to change.
- Preferred forklift license
- Obtain a State of Michigan EGLE Stormwater Operator License within 180 days of employment (employer paid).