



## **Job Description General Manager Field Operations**

**Summary of Duties:** The General Manager Field Operations has primary responsibility all assigned van hubs. This position is responsible for providing a safe working environment for all drivers, safety and accident prevention, and the overall monitoring and performance of these locations.

### **Primary Job Responsibility**

- To ensure the safe operation of the location and all the employees.
- Monitor, approve and input hourly manager's time sheets.
- Monitor dispatch queues and trip activity in designated van hubs.
- Review, address and respond to operational issues and/or follow up with the Regional/Area and/or Location Managers to ensure responsiveness and compliance.
- Ensure EDM compliance. Monitor Area/Location Managers EDM compliance. Specifically instruct Area/Location Supervisors on training and/or ride along that need to be accomplished in their location.
- Review PMI compliance. Monitor Area/Location Managers PMI compliance. Specifically instruct Area/Location Supervisors on the vehicles needing attention.
- Review OTP for exceptions and determine root cause of exceptions. Work with Regional/Area/Location Managers to resolve issues.
- Monitor Staffing and overtime levels. Assist Regional/Area/Location Managers in determining proper staffing levels. Direct Location/Area Supervisors in hiring efforts.
- Review and track no response and attendance.
- Review and monitor HOS report to ensure compliance.
- Monitor the Regional/Area/Location Managers in the coaching of Smart Drive clips, Categories 3&4.
- Monitor, attend and participate in location safety meetings. Quarterly attendance for large locations and bi annually in the smaller Locations.
- Coordinate safety meetings and training with the Field Safety Advisors.
- Review accident reports and ensure post accident drug test and training is properly performed
- Monitor OT usage and work with Regional/Area/Location Manager to ensure driver usage.
- Attend biweekly safety prevention calls. Ensure attendance of reporting managers.
- Monitor and approve rental vans.
- Monitor and/or properly submit non revenue pay adjustments and PTO requests, in a timely manner.
- Develop and maintain a listing of all railroad management and contact numbers in all assigned locations.
- Be immediately responsive to the railroad inquiries.
- Develop and maintain working relationships with all railroad management in assigned locations. Visit all railroad management, on a regular basis, to help assess service levels and areas where we can be of more assistance.
- Attend and ensure the attendance of Area and/or Location Managers, of all scheduled conference calls with railroad management and personnel.
- Attend Quarterly Service Unit reviews and be prepared to address any issues or ideas to improve service.
- Communicate with CEO. Vice President Corporate Development and/or Vice President of Field Operations and necessary information that may be of concern to the client and/or beneficial to the service provided.
- Assist with determine the need of borrow outs and the execution, for peak activity periods and to help maintain RCX service standards.

- Complete and submit, in a timely manner, required reports. Ensure Regional/Area/Location Manager's timely submission of required reports.
- Respond to inquiries made by other departments within RCX.
- Respond, in a timely manner, via email and/or phone, when contacted by other RCX employees.
- Perform Day One training and facilitate day 2/3 training and ongoing driver training.
- Train and/or assist in training of all direct reports.

**Knowledge, skills and abilities**

- Proficient with Microsoft Office, OT & AMS
- Proficient in RCX hiring systems and processes
- Proficient interpersonal and verbal communication skills
- Demonstrate time management skills
- Ability to travel when required
- Ability to construct and submit reports in a timely manner
- Capable of running a local road and/or MPV location
- Must possess a sense of urgency in regards to the needs of the field managers

**Necessary Tools**

- Laptop with aircard
- Blackberry cell phone, where applicable
- All-In-One Machine (Scanner, copier, fax)
- MyFax Account