

Job Title:	Lab Manager	Job Category:	Customer Service
Department/Group:	Customer Service	Job Code/ Req#:	
Location:	Santa Fe Springs	Travel Required:	5%
Level/Salary Range:		Position Type:	Full Time
HR Contact:	Scott Stevens	Date Posted:	

Job Description

ROLE AND RESPONSIBILITIES

- Ensure the Lab efficiency is maintained by providing adequate guidance and coaching, and disciplining when necessary
- Train, and ensure training is up to date with direct reports including new and standing procedures
- Manage Lab Technicians for both the PQ Lab and the MT Lab
- Manage and coordinate the Field projects
- Ensure PQ Projects are completed on-time and under budget (Project Management)
- Ordering materials for the PQ projects
- Working closely with P.E.
- Review Test Reports and creating Test Reports when needed.
- Ensure the MT Lab does not fall behind on the testing schedules.
- Manage relationships with customers and assure that the company is always in good standing with customers, in person and over the phone
- Keep management properly informed of lab efficiency
- Evaluate and manage staff performance
- Coordinate schedules and staffing for necessary client requests
- Lab overtime tracking
- Maintaining all safety procedures
- Controlling lab supply purchases

Qualifications and Education Requirements

- High school diploma / BS Degree preferred
- Excellent Customer Services Skills
- Microsoft Word and Excel
- Well Organized
- Teamwork Attitude
- Management Experience
- Excellent verbal and written communication skills

PLEASE SEND RESUME TO SCOTT STEVENS SSTEVENS@SPECIALIZEDTESTING.COM

Reviewed By:	Name	Date:	Date
Approved By:	Name	Date:	Date
Last Updated By:	Name	Date/Time:	Date/Time