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:  
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

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**PLEASE SEND RESUME TO SCOTT STEVENS SSTEVENS@SPECIALIZEDTESTING.COM**

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