# Roles and Responsibilities

#  Operations Manager

Contract: Full Time - Salary Based.

Compensation: $X per annum based on a 44-hour workweek.

Work Week: Monday-Friday: Saturdays as required.

Bonus Structure: Performance Bonus Based On Meeting KPI’s (See KPI Bonuses)

Bonus Structure 2: Performance Bonus Based On Meeting Monthly Revenue Targets.

Cell Phone Allowance: YES $X per month for reimbursement of personal cell phone use for business purposes.

Group RSP Plan: YES $X / month Franchise Contribution + Open voluntary contribution.

Benefits: Single benefit coverage.

Vacation Days: 4% according to ESA.

Sick Days: 3 Paid

Emergency Days: 2 Paid

# Specific Responsibilities of Operations Manager (OM)

The OM must acquaint themselves and comply with all JUSTJUNK.COM operations policies and procedures.

The OM must ensure all tuck team members acquaint themselves and comply with all JUSTJUNK.COM operations policies and procedures.

The OM must acquaint themselves and adhere to all JUSTJUNK.COM HR policies and procedures.

The OM must ensure all truck team members acquaint themselves and adhere to all JUSTJUNK.COM HR policies and procedures.

The OM must perform all work related duties and tasks following the Health and Safety policies and procedures.

The OM must ensure all truck team members perform all work related duties and tasks following the Health and Safety policies and procedures.

The OM will adhere to the policies of any and all JUSTJUNK.COM vendors.

The OM will ensure all truck team members adhere to the policies of any and all JUSTJUNK.COM vendors.

The OM will learn and preform the “Quoting” function of the sales process following the corporate mandated Q.U.O.T.E. formula.

The OM will ensure all truck team members learn and preform the “Quoting” function of the sales process following the corporate mandated Q.U.O.T.E. formula.

The OM will perform a customer service role and sell the JUSTJUNK.COM services following the corporate “Top 15 Sales Points”.

The OM will ensure all truck team members perform a customer service role and sell the JUSTJUNK.COM services following the corporate “Top 15 Sales Points”.

The OM will provide JUSTJUNK.COM customers with exceptional customer service and will perform this task using the corporate “SERVICE” criteria.

The OM will ensure all truck team members provide JUSTJUNK.COM customers with exceptional customer service and will perform this task using the corporate “SERVICE” criteria.

The OM will look for ways to reduce disposal costs through recycling, donation, and liquidation opportunities.

The OM will ensure all truck team members look for ways to reduce disposal costs through recycle, donation, and liquidation opportunities.

The OM will perform marketing related down-time tasks.

The OM will ensure all truck team members perform marketing related down-time tasks.

The OM will assist or undertake any other duties reasonably required by the Franchise Owner.

# Specific Responsibilities for OM regarding Truck Team Driver

The OM will ensure the driver/lead hand performs the daily circle check of the truck and keeps a record on file for MTO regulations.

The OM will ensure the driver/lead hand keeps a record of maintenance for the truck fleet and schedules regular maintenance as required.

The OM will ensure the driver/lead hand is responsible for the cleanliness of the truck fleet and reports any and all truck damage that require attention.

# Specific Responsibilities for OM Regarding Truck Team Navigator

The OM will ensure that the navigator is responsible for the completion of all daily paperwork, all day end functions, and that all administrative paperwork is placed in the days end envelope and returned to the Franchise office.

The OM will ensure that the navigator is responsible and accountable for all equipment, tools and supplies carried on the truck. Including cleaning, replenishing or replacing items as needed.

The OM will ensure that the navigator gives the truck team driver accurate directions to customer locations using the GPS navigation system.

The OM will ensure the navigator is responsible for all electronic equipment being returned to the franchise office after each shift and being plugged in for charging.

# Specific Responsibilities for the Operations Manager

The OM will adhere to and be directly responsible for the JUSTJUNK.COM franchise KPI benchmarks, to ensure that the franchise is operating within the corporate system wide standards.

The OM will ensure that the JUSTJUNK.COM key metric COGS are within the corporate systems wide standards.

The OM will be responsible for JMS management and will ensure maximum availability within 24/48 hour periods.

The OM will follow up with all business to business services quotes reported through the JMS lead tracker.

The OM will follow up with all customer quotes reported through JMS quote report to capture lost revenue.

The OM will be responsible to follow up with all customer/franchise/vendor incidents reported through the JMS report and ensure that all incidents are resolved satisfactorily.

The OM will attend the monthly performance calls with the JJFC Corporate Management Team.

The OM will understand and learn the administration of the business operations: processing days end envelopes, clearing JMS transaction reports, auditing JMS receipt entries, etc.

The OM will communicate with the truck team members on a daily basis to ensure that business operations are being conducted appropriately, all company policies and procedures are being adhered to, and all key performance metrics are being met.

The OM will provide coaching, training, and feedback to other truck team members to further develop their understanding of the business operations, and to promote their opportunity for personal growth and success.

The OM will communicate with the truck team members to resolve any and all operational or truck maintenance issues.

The OM will prepare the monthly schedule for all truck team members.

The OM will respond to all JJFC Corporate Management Team and Franchise Owners communication (i.e. text messages, emails, and phone calls) in a timely fashion.

The OM must report all injury, accidents, and near misses in accordance with the Health and Safety policy.

The OM will participate in and complete any and all training, field inspections, etc. as coordinated by the Franchise Owners or JJFC Corporate Management Team.

The OM will participate in a daily “HUDDLE” – which highlights the JUSTJUNK.COM company mission and vision statements, routine uniform check, focus discussion, list key metrics of operations.

The OM will be responsible for the completion of employee performance appraisals for all current and incoming JUSTJUNK.COM truck team members.

The OM will be responsible for the hiring of new employees for the Franchise.

The OM will be responsible for the termination of employees for the Franchise.

The OM will handle all disputes and queries with regards to contact negotiation for new and current truck team members (i.e. raises, compensation disputes etc.)

The OM will be responsible and accountable for the YOY growth of the Franchise and ensuring that key metrics are met.

The OM will be responsible for ensuring that truck team members have all the safety paperwork they are required to have on the truck to ensure safe operating practices (i.e. a complete and stocked safety binder)

The OM will handle and be responsible for all employee incident reports, workplace injuries, WISB claims, and safe return to work practices to ensure the safety of the employee and ensure the franchise operates according to government regulation.

The OM will be responsible for resolving all damage claims from clients with regards to the actions within the Franchise.

The OM will be responsible for ensuring that all truck documentation is renewed, stored, and accessible for truck team members (i.e. plate stickers renewed on time, insurance updated and kept in the truck, CVOR paperwork updated and maintained, and annual safety certification completed when necessary)

The OM will be responsible and maintain records regarding all shift changes, vacation days, and sick days for all truck team members.

The OM will look for ways to improve policies and procedures with regards to day to day operations and test/implement them with approval from the Franchise Owner if required.

The OM will focus on growing the JUSTJUNK.COM Franchise by improving sales and reducing operating costs.

The OM will be responsible and accountable to complete and implement any other additional duties as requested by the Franchise Owner.

#  Reporting

The OM will review monthly accounting reports and key metrics with JJFC Corporate Management Team.

The OM will issue a monthly email communication to the truck team members and report on important key metrics.

The OM will forward any and all important email communications to the truck team members for marketing initiatives, corporate program participation, etc.

The OM will update and maintain a monthly KPI benchmark spreadsheet for tracking, coaching and improvement measures.

The OM will update and maintain a monthly key metric COGS spreadsheet for tracking, coaching, and improvement measures.

The OM will update and maintain accurate records and notes for the B2B lead tracker report in JMS.

The OM will update and maintain accurate records and notes for customer quote follow up within JMS.

The OM will update and maintain accurate records and notes for all incident follow ups within JMS.

The OM will maintain performance call agenda notes and will discuss with the JJFC Corporate Management Team to determine if any action is required at the local level.

The OM will update and maintain a calendar for the truck team monthly schedules, including all vacation days and shift changes.

The OM will ensure the truck team driver routinely checks the truck binder to ensure all date sensitive documentation is current and has not expired.

The OM will ensure the truck team driver provides the Operations Manager with a written report on any/all important matters pertaining to the maintenance and condition of the truck fleet as requested by management.

The OM will ensure the navigator maintains an inventory record of equipment, tools, and supplies.

The OM will ensure the navigator can provide the Operations Manager with a written report on any/all important matters pertaining to the maintenance and condition of any/all truck equipment, tools, and supplies.

The OM will be responsible for any other duties or reporting as requested from the Franchise Owner.

# PERFORMANCE

It is understand that the OM has sole discretion over all areas as described under responsibilities.

Any and all decisions made will be within the best interest of the Franchise and will be reviewed and considered in a professional manner.

The OM performance will be evaluated from time to time. Coaching and feedback will be provided in order to further develop experience, growth and success of the individual.

It is understood that as an employee of the (Blank Franchise), that with acceptance of this position, the employee will follow all company policies and protocols set forth in the

Company’s HR Policy Manual.

# Acceptance

These Roles and Responsibilities become effective \_\_\_\_\_\_\_\_\_\_\_\_\_.

Signature: Operations Manager Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: Franchise Owner Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dated: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_