



JOB TITLE: Business Manager

DEPARTMENT: Management/Executives

SUPERVISOR: Daniel Forbush

E Cyclers of Idaho is an electronic recycling business that must adhere to certain policies of professionalism, safety, security, and organization. E Cyclers of Idaho strives to maintain a standard of excellency with unmatched customer service in the industry of computer sales and electronic recycling.

GENERAL JOB DESCRIPTION

Effective leadership and management for the employees of E Cyclers of Idaho. Conflict resolution, time management, critical thinking, and teamwork. Coaching, motivation and adaptability. Maintaining effective communication, organization, and highest work standards to professionally represent E Cyclers of Idaho. Being courteous, kind, and patient with employees and customers at all times. Being a positive influence in the workplace.

MAJOR DUTIES AND RESPONSIBILITIES

Effectively manage leads and other employees for E Cyclers of Idaho. Maintain the highest standards of professionalism and respect with employees. Have effective and clear communication with management, leads, other employees, and customers. Make sure to keep appropriate employees on task and engaged. Help hold employees accountable and responsible to shifts, work ethic, and appropriate conduct when applicable. Exemplify the highest standards of conduct and professionalism with others. Help make sure certain systems and processes are in place and being followed to maintain good standing with Industry R2 and RIOS Certifications. Promote positive influence in the workplace. Help educate employees regarding any process or policy that is required to follow for certification as well as any system we may implement to increase business efficiency and productivity. As needed, help management/executives advertise and increase business through calling, emailing, video meeting, or person to person visits. Help minimize confusion or conflict with any process or questions employees may have. Effectively resolve any conflict or human resource violation that may arise in the workplace. Monitor all suspicious activity or complaints from employees, this includes security camera footage. Relay appropriate information to management/executive personnel when needed. Help instruct and monitor employees on correct POS usage, this includes opening, using, and closing the POS. Make sure employees open/close and lock/secure the building when appropriate. Help minimize business risk and help increase business productivity and profits where necessary.

MINOR DUTIES AND RESPONSIBILITIES

Encourage employees to maintain a clean and organized work area at all times. Promote having good, direct, and effective communication with management/executives, supervisors and leads in other departments, and all employees. Help to designate and label specific areas to leave items that may fall under the department of online sales/eBay sales, scrapping, data destruction, or customer repairs. Help make sure employees keep chemicals, tools, and other equipment organized at all times. Make sure employees handle items with care, whether from customers or E Cyclers. Help make sure employees label storage, shelves, areas, or drawers when appropriate to reduce confusion and promote organization. Help make sure employees clean up floor, work area, bench, counters, and garbage's each day or when appropriate and as needed, this includes the bathroom as well. Encourage employees to strive to maintain a clean, organized, and professional attitude and work area at all times.

QUALIFICATIONS FOR THE JOB

Education:

High School Diploma or GED. Bachelors/Masters Degree in Business Management or Human Resources. (Not necessary but encouraged).

Experience:

Exceptional Management Skills.

Experience with Microsoft Excel, Word, and/or QuickBooks. Basic business accounting knowledge.

Other:

Accountability, responsibility, and respect. Good work ethic and effective communication. Positive influence in the workplace.

KEY COMPETENCIES

Effective Leadership

Effective Communication Skills

Skills Management

Business Strategy

Effective Problem Solving

Willingness to Learn

PHYSICAL REQUIREMENTS

Occasional heavy lifting, standing, sitting, bending, and cleaning.

Signature Approved By:

Daniel Forbush

Date Approved:

09-26-2023

Date Last Reviewed:

09-26-2023

Last Reviewed By:

Daniel Forbush