

JOB ANNOUNCEMENT

RMB Environmental Laboratories, Inc. seeks a **Project Manager**. The Project Manager I (PM I) is accountable for coordinating and managing clients' projects through all phases of laboratory operations, including client and project set-up and maintenance, login review, communication of analytical issues, client account maintenance, reporting, invoicing, bottle orders, and coordination amongst work share facilities. The PM I role fosters and develops client relationships in support of the RMB's directives and client centric business model. This is a full-time permanent year-round position where we would like an individual to begin as soon as possible in our Detroit Lakes office.

RMB Environmental Laboratories, Inc. is located in Detroit Lakes, Minnesota. Detroit Lakes is a city at the center of "lake's county" in northern Minnesota with a resident population of approximately 8,500 people that swells in the summer as a tourist destination and place of summer fun for people with lake homes that travel from nearby Fargo-Moorhead. More information about Detroit Lakes can be found at <https://www.visitdetroitlakes.com>. More information can be learned about RMB Environmental Laboratories, Inc. by visiting our webpage at www.rmbel.info.

Please submit a cover letter that includes a description of your qualifications and how they meet the job description, an unofficial college transcript, three references, and a resume to Gina Schauer at gina.schauer@rmbel.info or by mail to the following address:

Gina Schauer
RMB Environmental Laboratories, Inc.
22796 County Highway 6
Detroit Lakes, MN 56501
218-846-1465
gina.schauer@rmbel.info

Position Title: Project Manager

Start Date: As soon as possible

Wages: Commensurate with experience \$15.00 - \$20.00

Benefits: Health Insurance, Retirement (matching IRA), PTO

Position Type: Permanent, Full-time, year-round

Major Duties/Responsibilities (Laboratory)

Client set-up

- Communicate existing and updated lab capabilities to Sales Team
- Work with Sales team to assist with new client on-boarding
- Provide oversight of on-boarding process. Work within Smart Sheet to track progress
- Communicate lab capabilities to the client

Project Set-up

- Mediate project schedules and scope of work through communion with operations and management
- Responsible for new client and project setup
- Project review in LIMS
- Adds any project notes (special reporting and invoicing instructions, etc.)

- Provides support and review of project documentation (permits, SOW, QAPP, and purchase/task orders)
- Adds any project documentation to central repository (permits, SOW, QAPP, and purchase/task orders)
- Sets up client for EDD or other special reporting features
- Provides awareness and training of online data access and electronic chain of custody procedures.
- Manages purchase orders, task orders, contracts, and change order requests
- Verifies that lab compound lists and limits meet project requirements for new projects
- Adds any project specific limits / lists to LIMS
- Setup of deliverable assignments and delivery route
- Confirms that EDD format is available and assigned if appropriate (deliverable assignment and delivery route). Submits a helpdesk ticket for any new formats needed.
- Communicates project details to operations
- Initiates project kick off call with client and pertinent staff, if needed
- Engages work share RMB labs and service centers, and sub-contractors as needed for new projects
- Works with operations to ensure adequate capacity for incoming work (forecasting)
- Provides updates to operations on upcoming work
- Familiarity with state and national program requirements as it pertains to work mix

Sample Receipt

- Communicates any issues to clients for duration of project
- Manages incoming work for Rush and short holds
- Review of Chain of custody completeness and identify anomalies. Coordinates with client to resolve issues and works with client to improve “cradle to grave” practices to reduce future anomalies.

Reporting

- Define client specific report requirements
- Reviews pending job orders and manages due dates
- Communicates any expected delays to clients before the job due date
- Confirms any data anomalies (filtered > dissolved, deviations from historical, etc.) with operations before submitting to client
- Create report package and check for completeness.
- Submit project report deliverables to client

Invoicing

- Sets up delivery route
- Submit project invoice to client contact
- Ensure proper rates are applied
- Follow-up with delinquent accounts
- Account Maintenance
- Follow up calls and visits with clients
- Responsible for client follow-up including customer satisfaction
- Provides technical support as needed
- Uses company resources to follow up on client requests
- Familiarity with company capabilities and key contacts
- Forward opportunities and leads to sales
- Forecasts upcoming work
- Asks for the next opportunity
- Area of responsibility (air, regulations, etc.)

General

- Promote cooperation and teamwork among staff
- Follow RMB policies and Standard Operating Procedures (SOPs)
- Other duties assigned

JOB REQUIREMENTS

Education:

- BS/BA in Chemistry/Sciences or related field (four years related experience may substitute for a degree)

Experience:

- 6 months of client-relationship/customer service experience
Prefer some bench chemist or field experience
Requires additional lab training in methods and QA across multiple department.

Knowledge:

- RMBEL services, products, testing capabilities, technology, production, and support systems
- Program specifications and laboratory procedures
- Environmental regulations
- Process improvement methods
- QA program plan
- Contract compliance
- Laboratory methods and techniques
- Basic knowledge of the LIMS

Skills:

- Strong interpersonal, communication and problem-solving skills
- Effective time management
- Strong organizational skills
- Leadership skills
- Computer skills – using routine software applications such as Outlook, Office, Excel, Word, Access, and PowerPoint.

Abilities

- Ability to read, analyze and interpret scientific and technical journals, financial reports, and legal documents
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community
- Ability to effectively present information to top management, public groups and/or board of directors both verbally and in writing
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume
- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables
- Multi-tasking
- Adaptability and flexibility
- Ability to ensure requirements for On-Time Delivery are met