

# RMB ENVIRONMENTAL LABORATORIES

## JOB DESCRIPTION

### Project Manager

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<b>DEPARTMENT:</b>	Laboratory	<b>EXEMPTION STATUS:</b>	Non-Exempt
<b>REPORTS TO:</b>	Laboratory Director	<b>COMPENSATION</b>	DOQ
<b>DATE PREPARED:</b>	11/3/2021	<b>LOCATION</b>	Detroit Lakes, MN

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#### POSITION SUMMARY

The project manager is accountable for coordination and management of client projects through all phases of the project from set up through final report EDD generation. The project manager develops and fosters client relationships in support of the RMB Environmental Laboratories client centric business model. Acts as liaison between client and laboratory.

#### DUTIES & RESPONSIBILITIES

- Act as the primary point of contact for clients for project updates, issues, deliverables, and scope changes in an effective manner.
- Work with Account Executive(s) on quoting and scope of work documentation.
- Assist with on-boarding new clients and responsible for client setup in Laboratory Information Management System (LIMS). Including the preparation of workpapers and supplies for client onboarding.
- Communicates laboratory capabilities to clients and RMB sales personnel.
- Communicates client project scope and schedule to laboratory operations staff and management
- Provides login review for all client projects, changes to existing logins, updates to special information/notes in LIMS and to operations staff and management
- Responsible for entry, review and maintenance of project documentation (QAPP, permits, Scope of Work (SOWs), and purchase/task orders).
- Assist with answering phones, customer service email, and advanced client questions
- Responsible for Peer review of Chain of Custody (COC), scanning and final handling.
- Communicates and prepares EDDs as required by the client and client project
- Initiates project kick off meetings/conference calls as needed
- Responsible for final completeness review of report including special handling requirement as determined by client.
- Monitors client project Turn Around Time (TAT) requirements and works with laboratory operations to meet client requirements
- Provides final completed report/ Electronic Data Delivery (EDD) to client via the client required model (email, hardcopy, etc.)
- Prepares, reviews, and submits invoice to client for all project related activities including special client requirements
- Follow up with client regarding satisfaction
- Provides technical support to clients
- This position is responsible backup to Lab Receiving and Lab Administration when needed (phones).
- Follows RMB policies and standard operating procedures (SOPs)
- Other duties as assigned

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## **EDUCATION & EXPERIENCE**

The type of formal education and type/amount of experience that would typically be needed to successfully perform in the position.

- BS/BA in Chemistry or related science, (four years of related experience may substitute for a degree)
  - Prefer two years' experience in testing laboratory setting, or environmental consulting with direct experience working with testing laboratories.
  - Preference given to experience in laboratory customer support
  - Preference given to experience working with Promium Element LIMS
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## **KNOWLEDGE, SKILLS & ABILITIES**

- Be self-motivated and able to work independently
  - Organized and detail oriented
  - Strong interpersonal, communication and problem-solving skills
  - Familiar with Microsoft Office
  - Understands/familiar with LIMS
  - Establish effective working relations with management, employees, employee representatives and public representative diverse cultures and backgrounds.
  - Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decision and/or recommendations.
  - Communicate effectively with variety of individuals representing diverse cultures and backgrounds and function calmly in situations which require high degree of sensitivity, tact, and diplomacy.
  - An ability to plan, organize and prioritize work
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## **WORKING CONDITIONS**

- The environment in which the position routinely functions is an office setting.
- Limited exposure to hazardous chemicals
- Hepatitis B Vaccine is recommended.
- Continuous: use of dominant hand. Frequent: sitting, repetitive use of hands to operate computers, printers, copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, use of feet to operate lab equipment, and lifting and carrying objects weighing up to 30 pounds.

## **EEO Statement**

RMB Environmental Laboratory is an Equal Opportunity Employer and will not discriminate against any applicant for employment on the basis of race, age, religion, sex, veterans, individuals with disabilities, sexual orientation, or gender identity

Note: Job Descriptions are not exhaustive lists of all skills, responsibilities, or efforts associated with a job. They reflect principal job elements essential for performing the job and evaluating performance. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.