

### JOB OVERVIEW

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|-------------------|---|
| <b>JOB TITLE</b>  | <ul style="list-style-type: none"> <li>• Operations Supervisor</li> </ul>       |
| <b>DEPARTMENT</b> | <ul style="list-style-type: none"> <li>• Operations</li> </ul>                  |
| <b>LOCATION</b>   | <ul style="list-style-type: none"> <li>• Atlanta, GA</li> </ul>                 |
| <b>REPORTS TO</b> | <ul style="list-style-type: none"> <li>• Regional Operations Manager</li> </ul> |

### GENERAL JOB DESCRIPTION

- The Operations Supervisor position role is to communicate organizational needs, oversee employees' performance, provide guidance, support, identify development needs, and manage the reciprocal relationship between staff and the organization so that each is successful.

### DUTIES & RESPONSIBILITIES

- Customer service: working with our customers to set up deliveries and pick-ups, generating rental agreements, aiding in initial operation, and set up of equipment, fielding and handling operational and maintenance related questions, and help troubleshoot problems.
- Conduct equipment inspections pre and post rental, making sure they meet DOT, safety and maintenance guidelines and are operating properly.
- Control and reduce operating costs associated with region operations, repair, and maintenance, and pick-up and delivery.
- Manage A&M technicians by assigning and prioritizing repair work to vendors and technicians.
- Using technology to perform inventories, manage equipment and other operational tasks.
- Prime and start refrigeration units
- Light mechanical, wire plugs fix hole in container. Some hands-on work
- Weekly start units that are not used in the yard-maintenance
- Take after hours phone calls to ensure our vendors receive after hours support.
- Other duties as assigned

### EDUCATION & TRAINING

- BA preferred
- 3-5 years' experience in the refrigerated/trailer/container/ truck rental industry
- 1-3 of experience managing reefer technicians

### KNOWLEDGE & EXPERIENCE

- Basic mechanical and electrical knowledge
- Excellent communication skills, self-motivated, with a sense of urgency
- Proficient in Microsoft Office Suite or similar software.

### SKILLS & ABILITIES

- Able to crawl under and climb over equipment. Inspect equipment, firsthand.
- Must be able to lift up to 100 pounds at times.
- Able to travel as needed.

| WORKING CONDITIONS    |  |
|-----------------------|--|
| <b>TRAVEL</b>         | <ul style="list-style-type: none"> <li>• Travel 50%</li> </ul>   |
| <b>HOURS / SHIFTS</b> | <ul style="list-style-type: none"> <li>• Monday- Friday, On call every 6 weeks</li> </ul>  |
| <b>SALARY</b>         | <ul style="list-style-type: none"> <li>• Exempt Position</li> </ul>  |
| <b>BENEFITS</b>       | <ul style="list-style-type: none"> <li>• A&amp;M Cold Storage provides benefits-eligible employees with a comprehensive benefits and perks package that goes well beyond the number you see in your paycheck. From sponsored medical, generous retirement plan and a great work life balance, A&amp;M believes in rewarding its hard-working employees for their contributions toward the company’s success.</li> </ul>  |
| <b>OTHER</b>          | <ul style="list-style-type: none"> <li>• Applicants must not now, or in the future, require sponsorship for an employment visa.</li> <li>• Diversity has power. It is an investment in our present and our future. That is why we celebrate and respect the rich culture and differences of our employees, customers, business partners, and communities we serve.</li> <li>• At A&amp;M Cold Storage, employment decisions are made without regard to race, color, religion, national or ethnic origin, sex, sexual orientation, gender identity or expression, age, disability, protected veteran status or other characteristics protected by law.</li> </ul> |