

Job Description

Position	Regional Manager
Classification	Exempt
Reports to	Chief Operations Officer

Integrity	Respect
Commitment	Loyalty
Honesty	Quality

Position Purpose & Focus

The Regional Manager oversees business operations in an assigned region. The Regional Manager will be responsible for leading and managing daily operations to achieve business goals and maximize profitability. As Regional Manager your duties also include guiding management staff in your region, setting performance objectives, evaluating and optimizing operational performance, ensuring regulatory and company standards are upheld, preparing workload and marketing reports, and reviewing operations and financial reports.

Responsibilities

- **Leadership:**
 - Oversees daily operations, manages budgets, and sets performance objectives.
 - Manages subordinate employees in the Region. Carries out supervisory responsibilities per the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
 - Works on billable projects and meets individual staff utilization goals.
 - Oversees project work quality and delivery in the Region by ensuring the Firm's QAQC process is followed and ensures that projects are delivered on time and per project plan.
 - Communicates with the Firm's Leadership Team, Practice Leaders, and other staff, as needed.
 - Works closely with other Regional Managers to ensure adequate resources are available to meet Firm deliverables and sufficient workload exists to meet Firm utilization.
 - Provides input, suggestions, buy-in, and implements decisions made by the Board of Directors.

- Plans, evaluates and optimizes operations to be efficient and cost-effective.
- Ensures that all company standards and procedures are followed.
- **Business Development & Client Relations:**
 - Develops and implements marketing plans for the Region.
 - Oversees Regional Proposal process and quality.
 - Holds monthly business development meetings for the Region and collaborates with key stakeholders to execute plans.
 - Maintains positive client relationships in the Region.
 - Assists with the updates to the Firm's Strategic Plan.
 - Participates in relevant professional organizations.
 - Makes educational presentations to clients on the services offered by the Firm.
 - Addresses any potential problems and suggests prompt solutions.
 - Responsible for assisting with escalated client issues, incident reports, and legal actions.
- **Financial:**
 - Establishes annual budgets for the region.
 - Reviews monthly, quarterly, and annual statements, analyses, and reports of operations and finances. Identifies corrective measures required to meet regional financial performance goals.
 - Participates in the Firm's quarterly performance review meetings and forecasts quarterly and annual profits.
 - Other duties as assigned.

Qualifications | Competencies & Success Factors

Qualifications

- Bachelor's degree in business administration, management, or a similar field preferred.
- Minimum of 10 year's experience in a related field.
- Minimum of 5 years management and leadership experience.
- Registered as a professional engineer with municipal water and/or wastewater industry experience.
- Must have managed a business unit of \$3,000,000 with three years of profitability.
- Must have managed projects with a construction value of \$500,000 or more.
- Must have a valid driver's license and motor vehicle insurance current vehicle registration.

Competencies:

- Proficient with: Spreadsheet Software (Excel); Contract Management Systems; Human Resource Systems; Project Management Software; Word Processing Software (Word); Electronic Mail Software (Outlook); Presentation software (PowerPoint).

Success Factors

- Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- External Working Relationships – Develops and maintains courteous and effective working relationships with clients, vendors, and/or any other representatives of external organizations.
- Change Management - Develops workable implementation plans.
- Business Acumen - Demonstrates knowledge of market and competition
- Cost Consciousness - Works within approved budget; Develops and implements cost-saving measures.
- Analytical - Synthesizes complex or diverse information.
- Problem Solving - Identifies and resolves problems in a timely manner.
- Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- Managing People - Includes staff in planning, decision-making, facilitating, and process improvement.
- Safety and Security –All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

Working Conditions

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required ...

	0-24%	25-49%	50-74%	75-100%		0-24%	25-49%	50-74%	75-100%
Lifting/Carrying					Twisting/Turning				
Under 10 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Reach over shoulder	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11-20 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Reach overhead	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21-50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Reach outward	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51-100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Climb	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Over 100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Crawl	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					Kneel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					Squat	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling					Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Under 10 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Walk-Normal Surfaces	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11-20 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Walk-Uneven Surfaces	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21-50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Walk-Slippery Surfaces	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51-100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Stand	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Over 100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Bend	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving					Other				
Automatic Trans	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Keyboard/Ten Key	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standard Trans	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fingering (fine dexterity)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Forklift	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Handling (grasping, holding)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>