

Service Center Office Manager Job Description



Area: Service Center/Operations

FLSA Status: Exempt

Reports to: Service Center Manager

Supervisory Responsibility: Service Center Coordinator(s)

Date of Job Description Revision: February 2023

Primary Role: Oversees Pacesetter's day-to-day administrative functions and logistical operations of the Service Center ensuring that Pacesetter's policies, procedures, quality control process and morale are of the highest standards.

Responsibilities:

- Model the Pacesetter Way in daily job activities.
- Ensure a safe working environment for all associates by enforcing safety protocols and promoting awareness.
- Set a positive example in work, dress, and attitude towards work.
- Responsible for maintaining a professional and courteous atmosphere within the office.
- Support and maintain Pacesetter vision, policies, procedures, and quality processes.
- Implement and oversee the administrative functions of the Service Center, build and maintain relationships with customers, vendors and associates.
- Oversee the logistics department of the Service Center to ensure timely delivery of shipments to customers, maintaining efficiency and reliability.
- Have a thorough knowledge of receiving, expediting, processing and shipping responsibilities; assist when necessary.
- Act as back up support for Service Center Coordinator.
- Prepare customs paperwork for international loads, ensuring compliance with regulations.
- Coordinate off-premise shipments (ports, transfer, mill, spot buy's).
- Maintain cleanliness and organization in the work area, promoting a tidy and efficient workspace.
- Manage office supplies inventory and ordering to ensure availability for operational needs.
- Enter receipt of material, orders and expediting for Toll Processing.
- Coordinate social functions for the Service Center to foster team cohesion and morale.
- Have a thorough knowledge of all quality issues and be able to assist when necessary.
- Act as a liaison between the Service Center and the People Area, facilitating communication and collaboration.
- Provide training to office associates on job responsibilities to enhance skill development and performance.
- Assist in special projects assigned by the Service Center Manager to support operational objectives.
- Uphold confidentiality in handling sensitive information and materials.

Skills/Education Required:

- High School Diploma or GED.
- A minimum of two (2) to (3) years of administrative experience in a manufacturing environment.
- Familiarity with office software such as Microsoft Office Suite.
- Excellent communication skills, both verbal and written.
- Exceptional attention to detail, highly organized, and skilled in managing priorities and coordinating multiple projects simultaneously.
- Must exhibit strong leadership qualities.
- Strong analytical and negotiation skills.
- Strong customer service orientation with a courteous, professional, and energetic attitude.
- Ability to work flexible work schedule.
- Ability to plan, assign, and/or supervise the work of direct reports.
- Ability to monitor and assess the performance of direct reports to encourage their development, coach for performance improvements and take corrective action as needed.

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- Ability to effectively contribute to team efforts and interact inclusively with diverse populations.
- Ability to learn and understand steel product types and defects.
- Ability to learn and understand all safety procedures.
- Ability to learn and understand all procedures related to the service center.
- Ability to learn and understand of all Service Center office equipment.

I understand and agree to perform the responsibilities listed above:

Associate Signature

Date