



First Contact HR Position Description

Background Screening and Human Resource Solutions

Service Center Team Leader

The Service Center Team Leader position is responsible for the operations of the service center, the conduct and appearance of the employees and is accountable for the accuracy, completeness and overall quality of all reports released to clients. Some specific responsibilities include, but are not limited to:

1. Supervise the daily service center operations.
2. Manage the service center staff to ensure the timely processing of applicants and the timely release of accurate, quality reports.
3. Ensure the drug screen collection process is conducted in a professional manner at all times.
4. Ensure that the collection, labeling, boxing and shipping of samples are done in the manner required by law with proper documentation and security procedures adhered to.
5. Maintain the collection and testing areas in a sanitary condition to minimize risk of contamination.
6. Ensure the service center is in compliance with First Contact HR policy regarding drug screens and that there is proper client follow-up for any screens sent for lab analysis.
7. Train and instruct First Contact HR staff and /or clients concerning the drug screening process.
8. Follow company policies and procedures at all times.
9. Recruit, train, and further the professional development of service center staff.
10. Maintain staff morale.
11. Write and manage the service center staff schedule.
12. Track and manage staff Personal Time Off (PTO).
13. Ensure the service center is opened, properly staffed at all times and closed according to company SOP (Standard Operating Procedures).
14. Interact with support vendors.
15. Coordinate maintenance and repair of the service center equipment, as well as the information and communication systems.
16. Review and approve reports prior to release.
17. Interface with clients regarding day-to-day operations.
18. Document inventory and ensure the service center has the supplies required to perform operations.
19. Monitor monthly expenses and direct all invoices to the Principal in a timely manner.

20. React promptly to any problems.
21. Assist the sales staff in any way possible.
22. Prepare the daily operation report and submit it on time.
23. Perform any additional duty as required.

General Qualifications

1. Experience managing a small group of people.
2. Possess a customer focus orientation
3. Knowledge of basic business terminology and office procedures.
4. Basic knowledge of drug screening protocol.
5. General knowledge of computers, word processing and Microsoft Office applications.
6. Above average people skills.
7. Enjoy working in a team environment.
8. Extremely detail orientated with high energy level.
9. High tolerance for working with the general public in a retail environment.
10. Experience with and basic knowledge of human resource practices.
11. Knowledge of proper phone etiquette.