

Please email resumes to:

Contact: Denise Moriarty

Denise_Moriarty@quincos.com

Operations & Regional Sales Manager – Maryland Job Description

The Quinlan Companies is an 80-year-old company that provides a wide array of records management services including storage for electronic records, medical records, x-ray files, business and legal documents. In addition, we also provide scanning and digitizing of documents and radiology films, photographic waste management, as well as confidential, secure shredding.

Position Description:

Under the direction of assigned senior manager this position is responsible for planning, leading, organizing and executing records service operations at our facility in Jessup Maryland. This manager is to provide for quality customer service, high customer satisfaction, financial profitability, and employ a well-trained and satisfied workforce. The Operations Manager is responsible for developing secure procedures to protect client confidentiality and ensure a safe workplace for all employees. This position is responsible for managing and controlling all daily operations of the retrieval, delivery and other records and file management services.

Sales Account Management Responsibilities – Reports to National Director of Sales

- Provide assistance and leadership to other Maryland operation team members and communicate strategies to lower costs and increase revenues
- Understand and be able to communicate current product offerings and competitive product offerings
- Understand records management applications, functions, features and benefits with the ability to communicate them to customers
- Staying current on company selling strategies including new IT and software licensing developments and trends
- Monitor and maintain existing customers to continued growth and day-to-day relationships
- Probe prospective customers to determine and quantify needs and requirements
- Business professional with the ability to pursue sales leads and close new business
- Needs the ability to manage business unit and account profit and loss statements

Operations Management Responsibilities – Reports to Director of Operations

- Manage department performance development, monitoring and coaching
- Establish and consistently meet/exceed department service goals & objectives.

- Responsible for the counseling process by monitoring employee attendance, productivity, and other performance markers and by generating counseling forms and counseling employees, as needed
- Manage File Management staff across all business lines
- Ensure prompt and accurate delivery/pick-up of all service requests for customers
- Develop effective working partnerships with satellite operations, accounting and regional sales management
- Manage and evaluate records management service operations and delivery results
- Manage, monitor and evaluate workflow and reporting within operation
- Establish a well-organized and presentable facility readily prepared for tours and inspections
- Must have ability to review, understand and manage financial reporting of a business unit

This position is in a fast paced and challenging environment. Ideal candidates will work with minimal direct supervision and will concurrently handle and prioritize many responsibilities.

This position requires a minimum of 3 years of management experience in a sales, warehouse, distribution, operations or service-related environment.

We offer a competitive and comprehensive benefits program including medical, dental, and life insurance; short term and long term disability insurance; 401k savings plan with company contribution; tuition reimbursement; holidays; vacations; and sick pay.

We are considering all candidates. No relocation package. No agencies or phone calls, please. Only those candidates whose experience best meets our requirements will be contacted.