



Revised: 3/13/2023

Title: Test and Repair Supervisor

Department: Reuse/Repair

Reports To: Director of Reuse

Background

Homeboy Electronics Recycling is building a world in which our human and natural resources are valued, not wasted. Our mission is to provide our customers with the highest quality electronics reuse and recycling solutions while employing people who face systemic barriers to work. We are an R2® certified (Responsible Recycling), award-winning social enterprise that is part of the Homeboy Industries family.

Summary

This position is responsible for supervising testing, refurbishment, and repair operations to achieve performance targets. Help train and increase the capabilities of employees at various levels, while being cognizant of relevant workforce development factors. Demonstrate an unrelenting passion for recovering maximum value from used electronics (digital and analog). Understand, contribute to, and enforce company policies and procedures. Provide coverage and support to other areas of the organization as needed.

Responsibilities

Leadership, Planning, and Oversight

- On a daily basis, directly supervise staff involved in testing, refurbishment, and repair, providing both general and specific work direction.
- Develop production schedules reflecting the current needs and future goals of the organization.
- Maintain inventory of essential parts and materials to keep production moving forward.
- Ensure all material moving in and out of production is tracked and reported correctly.
- Work with Level 3 Technicians to supervise staff in fixing and troubleshooting a variety of electronic devices, providing guidance to staff.
- Supervise and work on the floor material handling equipment and organizing the warehouse space for optimal inbound and outbound flow.

Employee Development

- Coach, mentor and develop staff to help them achieve and expand their potential.
- Work with Director of Reuse to identify and schedule ongoing technical training necessary for staff to effectively do their jobs.
- Provide performance feedback through employee recognition and disciplinary action, with the assistance of Human Resources when necessary.
- Help foster a workplace culture that reflects the organization's vision, mission, and values.



Continual Improvement

- Help supervise conformance with relevant QEHS (Quality, Environmental, Health & Safety) and ERP (Enterprise Resource Planning) policies and procedures.
- Track and refine key performance indicators, set up time studies, and conduct cost analyses.
- Identify and implement new processes, tools, software, hardware, and systems that will increase throughput, productivity, safety, etc.
- Work closely with colleagues to ensure that reusable equipment is identified as early as possible in the organization's process flow.
- Work closely with colleagues to develop and share knowledge about optimal resale markets and channels for various types of equipment.
- Any and all other projects, duties, and activities as assigned.

Basic Qualifications/Requirements

- Must be fully vaccinated against COVID-19. Requests for reasonable accommodation will be considered on a case-by-case basis if the applicant cannot be vaccinated based on a protected characteristic, a disability or due to sincerely held religious beliefs or practices.
- Ability to pass extensive background check and/or security clearances required to achieve certain certifications and/or to access secure customer locations
- Ability to get to varying job sites in LA county independently and on-time
- Ability to work both independently, with initiative, and as an effective member of a team
- Willingness to learn and grow
- General understanding of consumer and business-grade electronics and their value
- Knowledge and experience in business, supervision, and management
- Outstanding interpersonal and employee development skills
- Excellent organizational, problem solving, and multitasking skills, with strong attention to detail
- Drug-free, with pre-employment and periodic drug testing

Additional Desired Qualifications/Experience

- Advanced computer literacy
- Comfort communicating in Spanish

Additional Position Information

- **Classification:** Non-Exempt (Hourly), according to FLSA guidelines.
- **Benefits:** Medical, Dental, Vision, 401K
- **Other:** This position may include occasional travel within the greater Los Angeles area and elsewhere in California or other states. Occasional evening or weekend availability may be necessary.
- **Work Conditions:** Warehouse environment, including regular standing and sitting. Some exposure to environments with occasional loud noises from machinery, tools, and equipment.
- **Physical Requirements:** Lifting of approximately 25-50 pounds.



This job description may not cover or contain a comprehensive listing of activities or responsibilities that are required of the employee for this job. Activities and responsibilities may change at any time.