

Kevin C. Smith

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Summary

Diversified Team building Industry Leader. Dedicated to sustainable team growth and development. By continually promoting public and workplace Safety, customer service driven excellence and self-growth into each direct report. Well versed in Solid Waste safety and logistical practices, operational integrity, DOT regulations, and OSHA compliance.

Site Manager

July 2016 – Present

Waste Corp of America/GFL – Gainesville, FL

- Manage daily operation of a 132-employee site which includes 4 route managers, CSR Supervisor, a Driver Trainer and a Office Manager.
- Set a guidance of operating procedures and guidelines to ensure "excellence driven" standards stay consistent.
- Interacts daily with local, state and federal customers (City of Gainesville, City of Starke, City of Bronson, City of High Springs, Alachua County along with state of Florida regulatory commissions to include University of Florida), to resolve customer service concerns, and ensure regulatory contractual compliance standards are met.
- Review daily, weekly and monthly productivity efficiencies. Make logistical collection implementation improvement goals & standards where needed.
- Conduct monthly morale encouraging events for employees. Cook outs, catered food, sports sponsorships, and event appearances with vehicles.

Responsible for the adherence of FMCR to operating standards.

- Implements and maintains an effective loss control and safety awareness program.
- Provides coaching and counseling for staff development.
- Works with District Manager, and Corporate Staff to achieve the long-term success of the division. To include annual budget creation and monthly Profit & Loss sustainability incentives.
- Monitors & manages out of pocket expenses to budget for the operations, customer services, sales and maintenance departments. Including approval of purchase orders and vendor pricing.
- Oversees and supports a good working relationship between management and employees.

Accomplishments

2016 – 2020 – With help of a diligent vigilant team we successfully turned a failing Gainesville Hauling into a SAFE, profitable, well-lead, educated, trained, and improved district. Took a district that in 6/2016 ranked in the bottom 10% to its peers in EBITA, LTIR and AFL to finishing in the top 5% for 2020. The first derivative are our employees that pickup the trash, fix the trucks and answer the phones. Our front line! We started with cultivating them along with their managers to believe in the process. The pursuit of Excellent sustainable Safety & Customer Service, our 2 every day controllables. By focusing on those 2 everything else you manage. The message was to lead the people and manage everything else.

2020 – District out performed budget by 1.1million dollars. Operating at a 26.8% margin which from 2016 was at 16%.

2020 – NWRA Residential Driver Recipient Edwin Vega came out of our district.

2020 – Our maintenance team achieved Top Shop.

2020 – First District in WCA to implement mobile tablets for all lines of business

2017 – 20 The district exceeded budgeted goals in TRIR, AFR & LTR expectations by 15%.

2019 – WCA District of the Year runner up.

2019 – WCA Customer Service Department of the year.

2018 - A part of the WCA promise land incentive. Were the team streamlined the operating procedures for operations, sales, accounting, and maintenance teams throughout the organization.

2017 – With a team of other 9 WCA managers Co-Authored WCA Standard Operating Manual for operators and managers.

2017 – Successful route synergy from acquisition through reroute with-out encountering additional company costs.

2017 – Developed and sustained a helper to driver trainee program to mitigate the cdl driver shortage.

2017 –WCA Region 3 Achievement Award. For exceeding Drive cam KPIs along with hurricane relief employee displacement efforts.

2016 & 2017 – Assisted organized and execute post hurricane clean-up efforts in Alachua & Bradford County

Prior Experience

Commercial Operations Manager

September 2014 – June 2016

Legacy Progressive Waste Solutions/Waste Connections – DC Metro

- Assumed role as safety officer for the division. Conducted safety meetings, assisted with the integration of safety council. Since my arrival our CFR has dropped from 2014 (77.39) to (36.3) LTIR (1.69) to (.91) and our TRIR (8.89) to (4.57). Intergraded a new bulk pick-up pricing matrix that YTD increased our return from 1k per month to 12k. Incorporated (3) 1-man collection routes by reducing the helper labor we have saved over 60k. Started a helper to driver program where once non-CDL helpers were not aspiring to obtain their CDL. Help build team morale at division by conducting monthly safety and weekly sales, maintenance and ops meetings.
- Smith System defensive driver trainer for district.
- Lead district safety council conducted safety council meetings with departmental staff on a monthly basis.

Division Site Manager (Collection. Post Collection MRF. Long haul)

August 2013 – September 2014

Casella Waste – Jamestown/Dunkirk, NY and Olean NY

Development of two acquired privately owned companies to understand the Casella expectation(s) Safety, policy and procedure, DOT compliance and labor vs. budget goals.

Successfully streamlined the collection and post-collections lines of business by removing unnecessary overhead expenditures.

Operations Manager (Trainee)

February 2009 – July 2013

Republic Services – South West Virginia Business Unit (Lynchburg, Roanoke and Charlottesville, VA)

Stream lined operations, resulting in a 5% reduction in operating budget for the last 3 years. By instituting 3 affective reroutes. 2010, 2011 and 2012.

Reduced staff turnover by implementing several well-received team and morale-building programs.

•Worked as a private sector liaison while working closely with the following areas solid waste collection and post collection managers.

Driver and Dispatcher

January 2005 to February 2009

Republic Services – Lynchburg, VA

Education

EC Glass High School Graduate Class of 1997

Lynchburg, VA

General Studies

High School Diploma

Liberty University

Lynchburg, VA

Business Management

Attended Liberty 1997 for one semester. Did not graduate joined US NAVY.

Certifications & Licenses

SWANA MOLO – Manager of Landfills Certification

Commercial Class A CDL

FEMA IS100c - certified

Smith System Train the Trainer Certified

