



Superintendent
Position Description

Job Title:	Superintendent	Status:	Exempt
Department/Group:	Operations	Travel Required:	Yes
Position Reports to:	Project Manager	Position Type:	Full-Time
Salaried/Hourly:	Salaried		
Reporting Positions:	Service Technicians, Laborers, Water Damage Technicians, Subcontractors		

Approved By:		Date:	
Updated By:		Date:	

Position Summary/Purpose

Create high levels of customer satisfaction by exceeding their expectations and fulfilling the company's contractual obligations through the timely and profitable delivery of our construction and restoration services.

Exceed established standards of production performance through continuous process improvement and training and development of production staff.

Principle Duties and Responsibilities

- Exceed division targets for quality ratings and customer satisfaction
- Create simple change orders
- Coordinate/Assist Project Managers with scheduling of technicians, laborers and subcontractors
- Schedule jobs and maintain project efficiency
- Acquire building permits
- Coordinate inspections with bank, building dept., and other stake holders
- Maintain timely and accurate flow of production reporting from technicians to Project Manager
- Develop and effectively conduct technician training programs in order to meet division goals for quality, profitability, and customer satisfaction
- Perform production work as needed
- Perform minor repairs on equipment and vehicles
- Make sure materials are procured and delivered to job site on time

This position description in no way states or implies that these are the only duties to be performed. You will be expected to follow any additional job-related instructions and to perform additional job-related duties as requested by your supervisor.



FIRE & WATER RESTORATION • MOLD REMEDIATION

Superintendent

Position Description

- Maintain adequate inventory of supplies
- Assist in interviewing, hiring, training, and discharging Service Technicians
- Monitor production efficiencies and payroll
- Obtain certificate of satisfaction after performing punch list with customer

Additional Duties and Responsibilities

- Attend and assist in conducting company meetings
- Assist Project Manager with writing job estimates and change orders
- Update third party administrator and control points and necessary times
- Communicate with customers and conduct in-home inspections as needed
- Participate in community organizations
- Attend trade seminars and workshops
- Act in support role for both Project Manager and Lead Carpenter.
- Confirm OSHA and safety standards are followed on all jobs

Decision Rights and Authority

- Schedule vehicle and equipment maintenance within established budget
- Schedule service vehicles and technicians
- Provide input to and assist in development of strategic goals

Working Relationships and Scope

- Work with Estimators to review and oversee job estimates
- Work with Operations Manager in hiring and discharge of production division personnel

Performance Competencies

- Oral Communication – The individual speaks clearly and persuasively in both positive and negative situations. Effective in one-on-one, small group, and large group situations. Adaptable and able to think on their feet.
- Written Communication – Writes clear, precise, well-organized letters, proposals and emails. The individual edits work for spelling and grammar and is able to read and interpret written information. Uses appropriate vocabulary and grammar.

This position description in no way states or implies that these are the only duties to be performed. You will be expected to follow any additional job-related instructions and to perform additional job-related duties as requested by your supervisor.



FIRE & WATER RESTORATION • MOLD REMEDIATION

Superintendent Position Description

- Team Building – Achieves cohesion and effective team spirit with peers and subordinates. Able to build a cohesive production staff balancing short-term and long-term needs. Sustains a climate characterized by open, honest relationships where differences are constructively addressed rather than ignored, suppressed, or denied.
- Planning and Organizing – Understands the short-term priorities for the Operations Department and how they fit with the other departments. Coordinates plans with other managers.
- Dependability – The individual is consistently at work and on time, follows instructions, responds to management direction, and solicits feedback to improve performance.
- Technology – The individual regularly uses standard word processing and spreadsheet software tools to enhance efficiency and accuracy of work performed, effectively uses communication devices and technology to collect, review, and forward field activity reporting.

Qualifications - Knowledge, Skills and Abilities

- **Education and Experience**

High School or GED plus three-four years of experience in construction/restoration industry or Associates (2-year) degree in business-related field and a minimum of three years of experience in cleaning/restoration industry. Team leader or supervisory responsibility experience preferred.

- **Financial Reports and Budgeting**

Basic understanding of financial reports: Profit and Loss, Balance Sheet, and budgeting. Ability to review completed job costing, assess performance, and identify areas for improvement.

- **Technical skills**

Advanced technical skills, experience, and certification in the areas of service the company provides.

- **Mathematical skills**

Adequate math skills. Able to quickly and effectively translate remaining work into manpower planning and project completion times, and review and assess labor time reporting. Effectively project job costs based on work remaining.

- **Computer skills**

Demonstrates intermediate to advanced proficiency in the use of computers and computer software, especially MS Word and Excel. Experience with Xactimate software is a plus.

- **Listening skills**

Effective in receiving feedback and input from employees, probing for additional information or unspoken issues, and providing timely response.

- **Certificates, Licenses and Registrations**

This position description in no way states or implies that these are the only duties to be performed. You will be expected to follow any additional job-related instructions and to perform additional job-related duties as requested by your supervisor.



FIRE & WATER RESTORATION • MOLD REMEDIATION

Superintendent

Position Description

None required for this position.

Physical Demands

The physical demands described below are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle or feel, reach with hands and arms, and talk or hear. The employee is frequently required to stand and walk. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 40 pounds.

Working Conditions

- The work of this position is predominantly carried out in a shop or job site environment. Daily exposure to the shop where vehicles and equipment are housed and maintained is expected. Employee will encounter facilities where standing water and sewage are present, heat is unavailable due to lack of utilities, fire damage has occurred, and mold or other organic growth exists.
- Noise level in the work environment is moderate to high.

This position description in no way states or implies that these are the only duties to be performed. You will be expected to follow any additional job-related instructions and to perform additional job-related duties as requested by your supervisor.



FIRE & WATER RESTORATION • MOLD REMEDIATION

Superintendent

Position Description

EMPLOYEE POSITION ACKNOWLEDGMENT

I have read and understand the duties and responsibilities of my position as Superintendent. I have been provided with a copy of the company's Position Description for this job.

I understand that I am responsible for carrying out the responsibilities defined in the attached Position Description and am expected to follow any additional job-related instructions, and to perform additional job-related duties as requested by my supervisor.

SIGNATURES OF ACCEPTANCE

Signing on behalf of this position and agreeing to accept all its accountabilities is:

_____ Date _____

Signing on behalf of the Manager's position and agreeing to accept all its accountabilities is:

_____ Date _____

This position description in no way states or implies that these are the only duties to be performed. You will be expected to follow any additional job-related instructions and to perform additional job-related duties as requested by your supervisor.