



Water Damage Technician Position Description

Job Title:	Water Damage Technician	Status:	Non-Exempt
Department/Group:	Operations	Travel Required:	No
Position Reports to:	Production Manager	Position Type:	Full-Time
Salaried / Hourly:	Hourly		
Reporting Positions:			

Approved By:		Date:	
Updated By:		Date:	

Position Summary / Purpose

Assist in retaining customers by fulfilling the company’s obligations through the delivery of water mitigation and restoration services.

Principle Duties and Responsibilities

- Effectively perform all water damage mitigation and restoration services the company offers
- Communicate effectively with customers
- Perform basic equipment maintenance
- Perform basic vehicle maintenance
- Inspect completed work
- Complete technician’s daily log
- Complete Work Orders
- Complete appropriate restoration documentation

Additional Duties and Responsibilities

- Maintain appearance and stock of appropriate tools, materials and supplies for company vehicles
- Maintain inventory of related supplies

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.

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Decision Rights and Authority

- Determine the sequence of steps to be taken when delivering the company's services at the customer's property

Working Relationships and Scope

- Maintain timely and effective communication and flow of information with Lead Technicians, Supervisors or Managers

Performance Competencies

- Oral Communication – Speaks clearly. Shows respect when addressing customers and superiors. Able to effectively respond to excited customers. Adaptable and able to think on their feet.
- Written Communication – Writes clear and accurate job notes and emails. The individual is able to read and interpret written information. Uses appropriate vocabulary and grammar.
- Planning & Organizing – Plans and organizes work activities considering the nature of the job at hand. Focuses on key priorities. Pays attention to details.
- Technical – Is appropriately trained and/or certified and effectively performs all production work within the water mitigation division.
- Quality – the individual demonstrates accuracy and thoroughness and monitors their own work to ensure quality.

Qualifications - Knowledge, Skills and Abilities

- Education and Experience
High school (or GED) diploma.
- Mathematical skills
Adequate math skills. Ability to apply learned techniques to determine appropriate equipment type and number of units.
- Computer skills
Demonstrates basic proficiency in the use of computers, email and portable devices used to report and record daily activity.
- Certificates, Licenses and Registrations
Certification in performing appropriate services: Water Mitigation, Mold, etc.

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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 40 pounds and occasionally lift and/or move up to 75 pounds.

Working Conditions

- The work of this position is predominantly carried out on the customer's property. 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. Daily exposure to the shop where vehicles and equipment are housed and maintained is typical.
- Noise level in the work environment is usually quiet.

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EMPLOYEE POSITION ACKNOWLEDGMENT

I have read and understand the duties and responsibilities of my position as Water Damage Technician. 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 _____

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