

## Repair Technician Position Description

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

<b>Approved By:</b>		<b>Date:</b>	
<b>Updated By:</b>		<b>Date:</b>	

### Position Summary / Purpose

Assist in retaining customers by fulfilling the company's obligations through the timely and effective delivery of our cleaning, repairing and restoration services.

### Principle Duties and Responsibilities

- Perform basic repairs after water damage. Insulation, Drywall, Painting and Trim Carpentry.
- Install trim, doors, cabinets, vanities, vanity tops and flooring.
- Minor plumbing, electrical and HVAC work.
- Communicate effectively with customers
- Perform basic equipment maintenance
- Perform basic vehicle maintenance
- Supervise technicians in performance of company services
- Provide training for technicians on company procedures, reporting and performing services
- Inspect completed work
- Complete technician's daily logs
- Complete Work Orders
- Complete appropriate restoration documentation

*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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### **Additional Duties and Responsibilities**

- Effectively perform all services the company offers (e.g. Carpet, tile and upholstery cleaning, deodorizing, bonnet cleaning, emergency water extraction and carpet repair)
- Maintain inventory of cleaning chemicals and supplies
- Perform basic building maintenance
- A **repair** professional needs to be trusted inside a clients home.
- He or she should be punctual and meet all discussed deadlines.
- Needs to be honest and friendly with the client.
- Shows professional work ethic.
- Multi-task and cross training to perform jobs of a busy restoration company.

### **Decision Rights and Authority**

- Determine the sequence of steps to be taken when delivering the company's services at the customer's property
- Assign specific tasks to technicians within a work crew

### **Working Relationships and Scope**

- Maintain timely and effective communication and flow of information with management

### **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 his/her 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 his/her own work to ensure quality.
- Technology – Regularly uses standard word processing, spreadsheet and job management software tools and available hardware to report job activities and create required documentation

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including photos of job sites.

### Qualifications - Knowledge, Skills and Abilities

- Education and Experience  
High school diploma (or GED).
- 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, e.g. Carpet Maintenance, Water Mitigation, Mold, etc.

### 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 10 pounds and occasionally lift and/or move up to 25 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.
- Work 40+ hours per week.
- On-call for nights and weekends.

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### EMPLOYEE POSITION ACKNOWLEDGMENT

I have read and understand the duties and responsibilities of my position as Lead 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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