

## Crew Chief

### Position Description



**Reports to:** Emergency Services Project Manager

**Division/Department:** Production

**Supervises:** Technicians

**Status:** Full Time, Non-Exempt

### OVERVIEW

To assist the Emergency Services Project Manager on all water damage, carpet cleaning, mold remediation, infection control, and fire and smoke damage projects. This position is the first line of customer service and is responsible for timely communication with customers on arrival times. This position is also expected to be able to set up and monitor the appropriate equipment and length of time needed to complete the project.

### JOB DESCRIPTION

#### Responsibilities

- Responds to emergency calls and is available 24/7/365.
- Performs and supervises water damage, carpet cleaning, fire and smoke damage, infection control, and mold remediation projects.
- Maintains knowledge of all IICRC guidelines.
- Provides verbal and written updates to customers including arrival times, project timelines, and status updates.
- Maintains rapport with customers by examining complaints, identifying solutions, suggesting improved methods and techniques, and recommending system improvements.
- Documents service and installation actions by completing forms, reports, logs, and records, as needed.
- Respects and maintains the confidentiality of company, client, and personnel information.
- Prepares trucks and equipment for emergencies.
- Assesses damage at the client's property and attends to it.
- Sets up and monitors equipment.
- Takes pictures and documents progress of loss in PSA Web.
- Performs demolition of loss, if necessary.
- Ensures proper maintenance of vehicles and equipment.
- Demonstrates a positive image of the Company to staff and clients; this shall include oral and written communication and visual presentation.
- Implements best practices to aid the Company in meetings its vision and mission and in achieving Company goals.
- Attends all Company meetings and weekly production meetings for job updates and/or changes.
- Other duties as assigned.

#### Abilities

- Work on-call and in all emergency situations, as needed.

- Cope with conflict, stress, and crisis situations.
- Improve the skills, knowledge, and morale of yourself and all personnel.
- Help ensure it is a safe and healthy work environment for personnel, including the job site.
- Work independently and in a team environment.
- Meet quality standards for services and evaluation of customer satisfaction.
- Manage own time and the time of others.
- Comply with safe operating equipment standards, safety procedures, and company policies.
- Develop specific goals and plans to prioritize, organize, and accomplish work.
- Motivate team to work together to accomplish tasks.
- Provide information to supervisors, co-workers, and clients by telephone, in written form, or in person.
- Demonstrate strong time management and organizational skills, attention to detail, and ability to prioritize tasks.
- Communicate and coordinate with the Team for timely job completion.
- Manage multiple projects at a time while paying strict attention to detail.
- Provide exemplary customer service to clients, employees and vendors.
- Establish and maintain cooperative working relationships with those contacted through the course of work; gain cooperation through discussion and persuasion.
- Make progress toward the Company vision.
- Manage crises as they occur.
- Assist in solving problems and in making this a more effective Company.
- Communicate clearly and concisely, both orally and in writing; must be proficient in reading and writing the English language.
- Apply general mathematical and data entry skills, including the use of a mobile smart phone device.
- Apply established Company policies and procedures, including safety procedures and principles.
- Maintain physical fitness and has no health issues that would interfere with the physical demands and/or conditions with the work environments customary for this type of work.

### **Knowledge**

- IICRC S500 Standards and all basic aspects of restoration type projects.
- Basic principles and practices of organization and administration.
- Modern office practices and technology, including Microsoft Office, Outlook, copiers, telephone, smart phones, etc.
- Proper filing techniques, office efficiencies and timely processing of paperwork.
- Appropriate phone skills and resolution of customer complaints and issues.
- Industry software: Xactimate, PSA, and other similar programs.
- Professional ethics
- English usage, spelling, grammar and punctuation; basic mathematics.

- Restoration industry language, practices and terminology; ability to seek out knowledge if new to the industry.
- Company policies and procedures
- OSHA safety regulations as they pertain to the restoration industry; maintain an active role in monitoring the safety of yourself and other team members.
- Laws, rules and regulations that govern the areas of your job, including but not limited to project and site management.
- Cooperative working relationships and solution-based problem solving.

### **Experience and Training Guidelines**

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

#### Experience:

- Five + years' industry experience in restoration work is preferred.
- Familiarity with industry concepts, practices and procedures

#### Training/Education:

- High School diploma or GED plus relevant experience

#### License and Special Requirements:

- Possession of, or ability to obtain an appropriate, valid state driver's license and satisfactory driving record.
- WRT and ASD certifications
- Knowledge of mobile phone capabilities and utilization
- Computer literate with knowledge and experience with MS Outlook, Word, Excel, PowerPoint

### **Physical Demands**

Must possess:

- Mobility to work in a standard office setting and use standard office equipment.
- Ability to operate a motor vehicle and to visit various customers and meeting sites.
- Accurate vision to read printed materials and a computer screen
- Ability to communicate in person, before groups, and over the telephone.
- Finger dexterity to operate a mobile device.
- Ability to stand squat, climb, bend, kneel, stoop, walk, push, pull, crouch and crawl for long periods of time.
- Ability to travel up and down ladders.
- Ability to lift, carry, push, and pull materials and objects, from 50-100 pounds, necessary to perform job functions.
- Ability to work in high and/or tight places.

- Capable of working in fire, smoke and/or water damaged environments that have potential for mold and mildew.

**Working Conditions**

Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Employee may be subject to uncomfortable working conditions including exposure to extreme heat or cold, dust, noise, unusual heights, wet conditions, confined spaces, electrical currents and construction hazards. The employee frequently works near moving mechanical parts and is frequently exposed to wet and/or humid conditions and vibration. The employee occasionally works in high, precarious places and is occasionally exposed to fumes, airborne particles, toxic or caustic chemicals and may be at risk of electrical shock if not careful.

Employees may often work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*

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Crew Chief Date

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President Date