



Assistant Director of Emergency Services

Position Description

Reports to: Director of Emergency Services

Division/Department: Emergency Services (ES)

Supervises: Project Managers, Crew chiefs

Status: Full Time, Exempt

OVERVIEW

The role of the Assistant Director of Emergency Services is to provide support to the Director of Emergency Services in the daily operations of the estimating and production of the Emergency Services Division. This position assists in monitoring the productivity and profitability of each assignment and the overall profit of the division. Professional communication and interaction with internal and external customers using strong interpersonal skills is key in this position.

JOB DESCRIPTION

Responsibilities

- Assists the Director of Emergency Services as needed to include established KPIs
- Delegates duties, performance reviews for their team and hold team accountable to company policy and procedures
- Work on call and in all emergency situations as needed.
- Stay current with all industry changes and requirements
- Recognizes, promotes and celebrates success with staff for their accomplishments
- Ensures company compliance with laws, rules and regulations of all government agencies
- Meeting and communicating with clients ensuring customer satisfaction
- Lead and support team as needed
- Assist in recruiting new subcontractors and vet new subcontractors
- Inspects worksite periodically to ensure company standards are being met
- Implements the company vision and mission and achieve goals
- Demonstrates a positive image of the Company to staff and clients
- Trains employees in safety procedures and responsibilities
- Manage timekeeping, scheduling and jobs
- Strong verbal and written communication skills
- Manage multiple projects in an efficient and organized method
- Maintain SDS rules and regulations



KPIs

- Revenue – Started, Invoiced, Collected, and Closed
- GM%
- Cycle Times Average %
- Sales Capture Ratio

Education and Experience

- BS Degree or equivalent work experience
- 5 years' experience within the restoration industry

Certifications

- IICRC certifications of WRT, ASD, AMRT, FRST, TRMA
- Within two years obtain Master's in Fire, and Water Cert
- Within two years pass IICRC CDS

License and Special Requirements

- Valid State driver's license
- Must pass DOT physical requirements

Physical Demands

- 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, lift to 60 pounds on a regular basis and work in high and tight places. Capable of working fire, smoke, and/or water damage environments that have potential for mold and mildew.

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.