



## ON-SITE CONSTRUCTION SUPERVISOR | JOB DESCRIPTION

Last updated 5/8/20

**Job Title:** On-site Construction Supervisor

**Reports To:** Division Operations Manager

**Travel:** 50-70%

**Status:** Full Time, Base Pay + Commission

**Our Mission:** To be the leading storm related exterior restoration company in the United States

**Our Vision:** Creating remarkable experiences by rebuilding properties and building lives

**Our Core Values:** Humility, Integrity, Discipline & The Golden Rule

### IMPACT DESCRIPTION

The On-site Construction Supervisor makes a vital contribution to the company as a quality assurance specialist of our roofing and siding replacement projects. We wouldn't be able to live our vision of creating remarkable experiences, without them. This role creates impact by assuring each aspect of a project is complete, done with accuracy and results in a remarkable experience for the team, the homeowner and vendors. This role will identify and coordinate repairs for any damage done on the job site, ensure materials and resources are available for job completion and manage relationships while delivering remarkable customer service. As a dependable teammate, in this role, you will use your attention to detail and knack for managing multiple priorities to complete projects in a timely fashion with 100% focus on quality assurance.

### KEY RESPONSIBILITIES

1. **Project Management** – manages multiple roofing projects with ease meeting all deadlines
2. **Create Value** – represent our company's services by ensuring a quality job is done
3. **Remarkable Experiences** – create a remarkable experience with customers and teammates in everything you do.

### HOW YOU'LL MAKE IMPACT

- Follows the Accord proven project management process to see projects through to completion
- Through clear, concise, and consistent communication with sales representatives, scheduling department, suppliers, crews, homeowners, and other parties involved in the Accord restoration process you will create a remarkable experience

- Checks material at jobsite and notate items needing special care to ensure project resources are ready
- Takes photos of property (driveway, bushes, all elevations of the residence) to document the condition of the property both before and after the job
- Participates in a pre-construction meeting with crew, including crew safety gear check to ensure a seamless project
- Conducts quality control inspections throughout build to maintain high quality
- Leads final inspection with crew and final walk around with homeowner to check for completion and satisfaction
- Obtains the customer completion form signed by homeowner to ensure we've completed the work to their satisfaction
- Collects payments for the project
- Attend mortgage inspection to ensure the inspection is accurate
- Resolve problem repairs in a timely, friendly way to create a remarkable experience

### **HOW YOU'LL BE SCORED**

Employees in this role will be measured each week based on performance in the following behaviors:

- 90% or greater of weekly checklists are complete
- 100% or greater of customer forms are complete
- 10% or less problem repair rate
- Individuals will be routinely measured by their ability to exhibit the right behaviors and actions that demonstrate our core values: Integrity, Discipline, Humility and the Golden Rule

### **CAREER PATH OPPORTUNITIES**

- Division Operations Manager
- Division Operations Director
- Other positions available in the company will be posted for consideration by all

### **SKILLS & ABILITIES WE LOVE IN THIS ROLE**

- Draws energy from managing details and tasks and seeing them through to completion
- Is positive and works every day with a 'can do' attitude
- Thrives in a fast paced, team environment
- Highly disciplined with excellent time management skills
- Enjoys accountability and setting high standards
- Excellent interpersonal communication skills, with an intuitive understanding of what motivates others to take action
- Ability to direct and control resources in order to meet commitments
- Has a customer focused mindset and enjoys talking face to face with customers

### **QUALIFICATIONS**

- 1-3 years construction, roofing or siding experience preferred
- Intermediate computer skills and ability to utilize our web-based and mobile sales applications

### **WORKING CONDITIONS AND TRAVEL EXPECTATIONS**

- The work for this role takes place outdoors and from a vehicle regardless of weather conditions or temperature
- This role could travel up to 50%, as high as 70% during catastrophic storm events, with extended stays away from home
- There is a possibility of relocation

#### **PHYSICAL REQUIREMENTS**

- While performing the duties of this job, the employee is regularly required to be active most of the day working from their vehicle.
- Regularly ascends/ descends a ladder to inspect roofs
- Must be able to move heavy objects and use abdominal and lower back muscles to provide support over time without fatigue.
- Constant movement and use of limbs; this position requires good manual dexterity, coordination and stamina.
- May need to lift up to 60 pounds.

This job description is intended to convey information essential to understanding the scope of the position and the general nature and level of work to be performed by the holder. This job description is not intended to be an exhaustive list of the duties and responsibilities and other duties and responsibilities may be assigned at the discretion of your manager.

We hire smart, talented, driven people every day – this is your chance to make a difference and begin living your own remarkable experience!