

## **CONSIDER A CAREER IN THE RESTORATION INDUSTRY! COMPETITIVE PAY, ADVANCEMENT OF OPPURTUNITIES, PAID TRAINING!**

### **Position Overview**

Monitors and inspects tasks for restoration jobs to ensure completion of drying, demolition and various restoration activities. Prepares and reviews documentation to include notes, photos and documents according to company policies and procedures. Explains processes used to complete active jobs and next steps to resolution in person to customers. Supervises technician(s) assigned to the job ensuring safety and operational standards are being followed and met during active jobs.

### **Job Responsibilities**

- Knowledge of disaster restoration industry
- Retrieves work orders, ensures appropriate equipment and supplies are loaded on truck needed for job, arrives to work site
- Completes assigned jobs according to company processes and carrier standards, maintains quality control, manages technician(s) assigned to job
- Performs daily monitoring and required activities on all active jobs to residential and/or commercial customers with a sense of urgency
- Explains processes used to complete active jobs and next steps to resolution in person to customers using printed materials as a guide
- Interfaces with adjusters in person, over the phone, and virtually to resolve issues and answer questions about the loss
- Completes sketch and scope sheet for estimate, complete drying records using mobile software
- Inspects jobs after completion and obtains customer signatures for approval purposes, and requests payments when necessary
- Resolves issues with customers communicates customer issues, daily job activities with key company staff
- Prepares and or reviews documentation to include notes, photos and have documents signed by customer according to company policies using software to ensure reimbursement from insurance companies
- May train new technicians or key operational team members
- Ensure safety standards are being followed during all active jobs
- Valid Drivers' License and satisfactory driving record
- Strong verbal and written and communication skills
- Strong problem solving and customer service skills
- Must be able to prioritize activities and meet deadlines
- Experience with entering data using a tablet or mobile phone
- Report to work on time in a clean, complete uniform
- Read and follow product label usage instructions

### **Job Requirements**

- High school graduate or equivalent

- Valid driver's license and satisfactory driving record
- Good verbal and written and communication skills
- Role model's customer service expectations with homeowners, adjusters, vendors etc.
- Knowledge of disaster restoration or construction industry
- Proficient with using mobile software to enter data
- Experience with using Xactimate is preferred but not required
- Must be able to prioritize activities and meet deadlines
- Experience in training and managing others
- Strong problem-solving skills
- Communicates customer issues, job activities with key company staff
- Drug/Alcohol/Tobacco free required
- Certifications are preferred, but not required:
  - ASD – Applied Structural Drying Technician
  - FSRT – Fire & Smoke Restoration Technician
  - OCT – Odor Control Technician
  - WRT – Water Damage Restoration Technician

### **Physical Demands and Working Conditions**

Incumbent must be prepared to:

- Move up to 70 pounds often, by lifting, carrying, pushing, pulling, or otherwise repositioning objects.
- Stand and walk for extended periods of time. Lifting, squatting, crawling and crouching is required.
- Express or exchange ideas with others and receive and act on detailed information given.
- For safety reasons, respirators, which are used in certain situations, must be able to seal to your face.
- Be exposed to various inside and outside working conditions: The change of environment such as with or without air conditioning and heating.

### **Company Incentives**

- Start-up bonus potential after 90 days of employment.
- Potential bonus incentives
- PTO Accrual.
- Opportunities for advancement.
- Monthly team building luncheon or activity.

#### *Disclaimer*

*The above statements are intended to describe the general nature and level of work being performed by associates assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed. The Company reserves the right to modify this description in the future, with or without notice to the employee. This Job Description does not create an employment contract, implied or otherwise, and employment with*

*the Company remains at will. These responsibilities are subject to possible modification to reasonably accommodate individuals with disabilities.*