

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

Position Overview

Monitors, inspects, and completes tasks for Water Restoration jobs to ensure completion of drying, demolition, and various restoration activities. Prepare and review documentation to include notes, photos, and documents according to company policies and procedures to ensure reimbursement from insurance companies. Explains processes used to complete active jobs and next steps to resolution in person to customers.

Job Responsibilities

- Retrieves work orders, checks route for travel, ensures appropriate equipment and supplies are loaded on truck needed for job, arrives to work site.
- Explain processes used to complete active jobs and next steps to resolution in person to customers using printed materials as a guide with or without supervisor
- Completes assigned jobs according to company processes while maintaining quality control on each job
- Performs water damage repair to include water extraction, pack-out of contents, removing/disposing of non-salvageable materials, light construction and demolition as directed by supervisor
- Ensures equipment, supplies, vehicles, and products are properly handled. Reports any equipment malfunction and or damage to supervisor
- Inspects jobs after completion and obtains customer signatures for approval purposes, and requests payments when necessary
- Performs daily monitoring and tasks on assigned water jobs to residential and/or commercial customers with urgency
- Responsible for making daily adjustments to the drying plan based on meter readings
- 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 supervisor and key company staff
- Prepares documentation and pictures according to company policies and procedures to ensure reimbursement from insurance companies

Job Requirements

- Experience in the restoration or construction industry not required but preferred
- Valid Drivers' License and satisfactory driving record
- Good verbal and written and communication skills
- Good customer service skills
- Experience with using mobile software to enter data
- Can read and follow product label usage instructions
- Reports to work on time in a clean, complete uniform
- Must be able to prioritize activities and meet deadlines
- Drug/Alcohol/Tobacco free required

- Certifications are not required but preferred:
 - WTR – Water Damage Restoration Technician
 - ASD – Applied Structural Drying Technician

Physical Demands and Working Conditions

The physical demands are representative of those that must be met by an employee to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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 quickly, 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
- Use visual acuity to perform detail-oriented activities
- 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.