



MITIGATION FIELD SUPERVISOR OF SOUTH RIVER RESTORATION

Overall Summary:

Working directly for the Mitigation Manager, the Mitigation Field Supervisor directs employees in the remediation of damaged property whether from a water loss, a fire loss, or one of the covered perils payable by insurance companies or so instructed. The Mitigation Supervisor will be one of the first on the scene and ready to assist the owner/insured in the emergency services to protect any property from further damage. Insures the property is being remediated properly during remediation process. The Mitigation Field Supervisor assists in organizing the work project and coordinating the various complex aspects of the emergency service (ES) portion of the restoration process. All efforts are to keep the job moving. Helps establish and maintain work procedures for the job. Assist in quality control on mitigation. Help assist in getting Certificate of Satisfaction (COS) and survey at the completion of the job.

Specific areas of responsibility include (but are not limited to):

- Responsible for directing employees in ES claims including water mitigation where mechanical drying is required, board up, tarp up, etc.
- Assists in insuring all paperwork is completed from start to finish.
- Assists in assessing the damage and making notes of the condition by taking before and after pictures each time visits jobsite (all four corners), recording data, and completing the proper forms.
- Responsible for the digital photographic inventory (DPI). This includes taking photos and categorizing all contents to be packed, as well as putting into project management software.
- Takes before and after pictures throughout the process and makes notes of damaged items. Bring questions, discrepancies, and unusual conditions to the attention of the Director of Mitigation as they arise.
- Assists in planning the proper way to dry the structure and directs the Mitigation Technician.
- If it is a water loss, properly records moisture levels, relative humidity levels, dew points, grains per pounds, etc. and follows the proper way to dry a structure.
- Abide by the company policies for mold remediation.
- Provide hands-on production for all mitigation projects from start to finish. Assists in insuring we are following IICRC specifications. It may even be necessary to take trash away from a job site.
- Communicate daily with the Director of Mitigation and/or Production Manager, updating on the project status and notifying of any changes and/or discrepancies. May also be required to communicate regularly with Reconstruction Project Manager, Estimators, and Customer Care as field representative of the Director of Mitigation.
- **Supervises Mitigation Technicians on site.** Make sure everybody cleans up job sites at the end of each day. Make sure all materials are delivered and personnel working on job site have enough material.
- Assist in insuring the emergency services vehicle(s), trailer and equipment are properly maintained. Assist in insuring that all supplies, chemicals, etc. are replenished on each vehicle daily. Assists in insuring the supply trailer is replenished for emergencies. Assists in performing weekly inspections of each vehicle. All employees are responsible for reporting supply/material needs whether or not they are assigned an ES vehicle.
- Assists in completing ITEL on first day of job if needed.
- If assigned a vehicle, fills up with gas as needed including a full tank of gas every Friday afternoon in preparation for potential emergency calls on weekend.

24-Hour Emergency Service



- Maintain projects in neat and orderly fashion.
- Follows proper demolition/construction guidelines and helps insure guidelines are followed by all employees and sub-contractors, purchase orders are issues as required and all procedures followed. Reports any work method problems to Director of Mitigation and assists in documenting the fact if needed.
- Conducts self in a professional manner at all times. As a team leader, sets the standard for other employees and subcontractors to follow. Discourages negative morale by offering positive suggestions to all challenges. Be honest and courteous to everyone you come in contact with. Dress appropriately (Company attire as per Company Dress Code and Uniform Policy Guidelines). Assures that all others under your direction follow these guidelines.
- Respect the customer. Assist in insuring that all employees and subcontractors do not use any of the customers belongings including equipment and tools, phone, or cleaning supplies. Do not smoke in customer homes and do not play loud and offensive music.
- Help be a customer liaison. Speak knowledgeably and honestly with the customer. Make sure when a customer is promised something that we fulfill it or at least notify the customer as to the delay.
- Ensure crews are on schedule for customer appointments and alert customers ASAP with any schedule changes. Additionally, call ahead to customers 30 minutes prior to arrival.
- Solves problems within his/her authority and when necessary works with other employees to accomplish needed tasks.
- Do not perform any additional work outside of your job description without the approval of the Director of Mitigation and/or Mitigation Manager. However, every employee is encouraged to seek more responsibility and request additional work for learning opportunities whenever possible.
- Makes quick, accurate decisions when necessary and takes responsibility for decisions.
- Monitors work for timely completion and quality control, as we are all part of quality control.
- Maintains a high degree of integrity and loyalty toward the company and all levels of management.
- Accomplishes any other tasks as required by Director of Mitigation and/or Mitigation Manager.

Miscellaneous: Performs all other duties as may be assigned.

Industry Expertise and Personal Development: All employees will be expected to learn about the industry and current trends within their specific area of expertise (e.g., accounting, marketing, customer service). This includes attending professional workshops, taking educational courses and cross training within other departments.

Job Specification:

- Five years ES/water mitigation experience preferred; commercial a plus.
- Must successfully complete the IICRC Water Restoration Class within one year of employment.
- Experience in construction, painting and other related restoration services is a plus but not required.
- High school or GED equivalency preferred.
- Computer skills including word processing (Microsoft Word), spreadsheet use (Excel).
- An ability to interpret and understand job work orders.
- Strong interpersonal communication skills.
- Knowledge of commonly-used concepts, practices and procedures within the restoration field.



Work Environment and Physical Requirements:

- Typical work shifts are 7:30 a.m. to 5 p.m.; however, overtime may be required to meet project deadlines and to properly serve emergency events which occur on a 24/7 basis.
- Work environments can vary depending upon the type of emergency situation is involved. Generally, work environments may be dirty, dusty, damp, wet, or smoke filled. Some positions involve trauma/biohazard cleanup. Appropriate personal protective equipment is provided in hazardous environments.
- Manual dexterity needed to perform tasks as well as an ability to lift goods (up to 50 pounds) or materials with or without assistance per OSHA guidelines. Lifting, bending, stretching, climbing stairs, crawling are common activities associated with this position. Potential use of scaffolding and use of common tools (e.g., hammers, drills, saws).
- Use of eye and face protection devices such as masks and respirators common.
- Use of information technology may apply such as use of cell phones, email or labor reporting software.
- Good organizational, time management, customer service and problem-solving skills and the ability to work accurately and meet deadlines with frequent interruptions. Organizational skills sufficient to prioritize work and complete assignments accurately, either independently or as part of a team, under pressure of competing deadlines and with frequent interruptions, working from own initiative and/or following direction, policies, or procedures. Ability to identify customer needs and maintain and support a customer service philosophy. Ability to use analytical and decision-making skills to offer options and resolve problems in a variety of contexts.
- As our work takes us into the homes and businesses of others, successful passage of post-offer pre-employment and annual background checks as well as drug screening.

Acknowledgement:

I have **reviewed** and **understand** the above Job Description; believe it to be **accurate** and **complete**; and I can **successfully fulfill** each duty or task. I also agree that management retains the right to change this job description at any time.

Mitigation Field Supervisor

Date

Human Resources

Date

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This job description in no way states or implies that the tasks and responsibilities identified herein are the only tasks and responsibilities that the employee occupying this position may be required to perform. Requirements stated herein are minimum levels of skill and or abilities to qualify for the position. This document does not in any way create an express or implied contract of employment, or change the nature of the chosen employee's at-will employment. Nothing in this job description restricts the company's right to assign or reassign duties and responsibilities to this job at any time. The company is an equal opportunity employer and does not discriminate against employees or job applicants on the basis of race, color, religion, sex, national origin, age, ancestry, disability, pregnancy, marital status, sexual orientation, genetic information, or any other characteristic protected by federal, state or local law. All employees and job applicants will be treated in all respects on the basis of their merit and qualifications.

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