



## **MITIGATION TECHNICIAN OF SOUTH RIVER RESTORATION**

### **Overall Summary:**

Reporting directly to the Field Supervisor, Mitigation Technicians work under general supervision of Lead Technicians, Technicians respond to emergency situations in homes and businesses caused by water, fire, flood, soot, storm, mold, trauma and other emergency situations. Technicians are responsible for producing good quality restoration by meeting or exceeding accepted industry standards. Field Technicians must recognize that they are representatives of the company and must conduct themselves in a professional, courteous manner and follow and/or enforce stated company policies and procedures. Please note that as a 24/7/365 operation, all technicians participate in an on-call rotation to support emergencies and on-going projects.

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

- Perform field restoration activities including demolition, cleaning, emergency flood service, restorative drying, fire and smoke damage cleaning and deodorization, content cleaning, pack out and storage and other specialized cleaning.
- Ensures proper set-up and monitoring of equipment used to address the client's restoration needs. Upon completion of jobs, picks up, cleans and returns equipment to the shop in a timely fashion.
- Ensures timely arrival for scheduled appointments with property owners/managers and other parties..
- Takes appropriate steps to protect the customer's property from further damage including, but not limited to, use of protective shoe covers and floor mats, sealing off areas to prevent the spread of dust and other materials, safe removal of furnishings, flooring, walls, etc. On a daily basis, ensures job tools and materials to be left onsite overnight are organized and placed in a secure location, that trash is removed and the client's property is left as clean as possible.
- Clean and maintain SRR tools, equipment and facilities including trash disposal, vacuuming and dusting workspaces, painting, set up tables and chairs as needed for meetings; dismantling, cleaning and reassembling field equipment and other similar tasks.
- Ensure health and safety procedures are strictly followed, including but not limited to, safe lifting, personal protective equipment, and chemical labeling.
- May interact with homeowners, property managers or other individuals while carrying out job responsibilities. Interactions should be conducted in a courteous and professional manner that reflects the customer service philosophy of SRR.
- Proactively communicates issues and problems that may or are affecting completion of the job to the responsible Field Supervisor and/or Mitigation Manager.
- Will attend periodic training and education development programs whenever available to improve skills, safety and overall value to SRR.
- Provides after hours emergency support as part of an on-call emergency service.

**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, mitigation, customer service). This may include attending professional workshops, taking educational courses and cross training within other departments.

### **Job Specification:**

- This is an entry-level position; experience in construction, painting and other related restoration services is a plus but not required.
- High school or GED education a plus.
- An ability to interpret verbal direction and understand job work orders; ability to read English a plus.
- Strong work ethic and ability to finish a task.
- Knowledge of commonly-used concepts, practices and procedures within the restoration field a plus.

### **Work Environment and Physical Requirements:**

- Typical work shifts are 8:00 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. Mitigation Technicians are part of an on-call rotation with schedules being published at least monthly.
- 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.
- 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.

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Mitigation Technician

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Date

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Human Resources

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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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