

WITTIGS

Job Title: Crew Leader

Employee Exempt: No

Job Type: Hourly, Full Time 40 hours

Reports to: Director of Sales and Operations

Basic Function:

Leads on-site installations to ensure timely completion, high quality of service and cost effective management of labor and budgeted resources. Performs efficient installation and assembly of office furniture within clients' facilities, including systems furniture, casegoods, accessories, wall-hung units, etc. Is responsible for timely completion of the work with a high level of workmanship and a high degree of customer satisfaction.

Specific Responsibilities and Duties:

Personal and Interpersonal Skills:

- Can train installers and instruction temporary help/trainee employees
- Is professional with crew and customers; is professional in appearance and in manners
- Has good oral and written communication skills
- Provides leadership and has respect of crews
- Has strong work ethic and very ethical approach to the business; is punctual and self-motivated; has the ability to work irregular hours and extended shifts

Technical and Product Skills:

- Understands installation scope or work and process
- Can read plans, blueprints and elevations, and understands architectural and furniture symbols
- Is mechanically adept and knows how to safely use tools and equipment
- Is skilled at installation of furniture, resulting in projects with good workmanship and high quality that meet the dealership's standards of performance, including but not limited to, unloading, loading, staging, uncartonning, panel assembly, component assembly, cleanup and detailing, lock installation, etc.
- Knows how to assemble, fine-tune and detail panels, electrical parts, components, casegoods, seating, filing, tables, etc.
- Is product knowledgeable across most major lines the dealership represents; understands most product specifications and descriptions; can identify basic finishes, colors and fabrics; knows correct application and assembly for products; knows how to make most mechanical adjustments (drawers, slides, etc.)
- Is knowledgeable of electricity an electrical hookups to building power; can interface with electricians and cabling subcontractors

Responsibility and Decision-Making Skills:

- Accepts accountability for project success – cost, completion, schedule adherence, punch-list, and customer satisfaction
- Is capable of reacting to varying project/field conditions and able to make decisions to solve problems and changes in the scope of work
- Is responsible for other's property, including client's building, equipment and furniture; is responsible for the dealership's tools, equipment and vehicles

Administrative Skills:

- Understands and follows through with consistent and accurate paperwork—receiving documentation, detailed time sheets, client sign-offs, punch list items, change orders, product return forms, inventory check-out, etc.
- Paperwork is neat, clear, intelligible and complete, and done in a timely manner
- Communicates project status, problems, and punch list to project manager, PSC and/or dispatcher in a timely and clear manner

Customer Focus:

- Has strong customer service attitude and manner; communicates easily and clearly; is polite and cordial in all customer interactions
- Is highly responsive to customer requests
- Understands customer satisfaction focus of installation team and consistently meets or exceeds customer expectations

Qualifications:**Education and Experience**

- Approximately 2-5 years of experience in the furniture industry
- Mechanical knowledge of machines and tools used in the furniture installation, moving, reconfiguration business.
- Knowledge of systems furniture, casegoods, and floor to ceiling applications.
- Ability to read and understand blueprints and related installation paperwork.
- Ability to manage own time and manage personnel resources.
- Sensitivity to problems; rational reactivity to issues and problems.
- Dedication to excellent customer service
- Excellent communication skills, strong attention to detail, and proven ability to organize and prioritize activities well.
- Thorough knowledge of OSHA regulations
- Proven safety practices, technical knowledge, and leadership skills
- Ability to plan, organize, and supervise all aspects of projects, including installers, temporary labor, and sub-contractors.
- Ability to work overtime and weekend work as needed
- Ability to operate service van and other light delivery vehicles.
- Lifting: Must be able to lift and carry objects up to 50 lbs., frequently, occasionally 50+.
- Pulling/Pushing: Will transport loads of up to 50 lbs. frequently, occasionally 50+.

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