

## ***Basnett Plumbing and Heating Incorporated***

### **Job Description**

<b><i>Job Title:</i></b>	<b><i>Field Supervisor (Service and Remodel)</i></b>
<b><i>Pay Status:</i></b>	<b><i>Hourly Position</i></b>
<b><i>Work Hours:</i></b>	<b><i>7:00 am – 4:30 pm-- Monday through Friday</i></b>
<b><i>Job Category:</i></b>	<b><i>Operations</i></b>

### ***Primary Job Function:***

Helps to manage the field service operations of the company directs and monitors the scheduling of daily call assignments. This includes overseeing the daily dispatching and monitoring efficiencies of the service technicians and department. Other duties include customer relations and interaction with the other managers in respect to their warranty and installation needs. Responsible for making sure that all service technicians are properly trained. The Field Supervisor is expected to handle all aspects of the service department and to ensure its continued profitability and growth. The Field Supervisor is also responsible for appraising performance of the technicians and apprentices.

***Reports To:*** Operations Manager

### ***Daily Duties:***

- Responsible for the profitability of the service department.
- Responsible for making sure that all technicians are properly trained.
- Communicates with the operations assistant, buyer and warehouse clerk when applicable.
- Provides accounting with daily billing by 8:30 am.
- Approves all daily time cards.
- Monitors technician profitability and productivity; tracks target to support AP performance.
- Reviews all warranty invoices and forwards to purchasing for resolution.
- Helps the service technicians out in the field when appropriate.
- Supervises stocking of service vehicles (i.e. clean, stocked, and running properly).
- Support and endorses company policy, procedures and regulations.
- Demonstrates a high degree of customer service.
- Quotes large repair jobs and obtain approval from customers.
- Establishes training schedules for field technicians and apprentices.

- Completes all repair estimates on a daily basis.

***Performance Indicators:*** (Measures of effectiveness in the position)

- Technician revenue averages at minimum required revenues per month
- Degree to which unproductive labor or lost time is minimized.
- Degree to which technicians improve in ability and efficiency.
- Number of warranty calls resulting in non-billable time.
- Quality of technician's paperwork.
- 100% satisfied customers
- Maintains own skills through development and by attending classes, seminars and other appropriate venues for learning
- Speaks clearly and writes well using appropriate spelling and grammar
- Degree to which callbacks result in lost revenue dollars.
- Acts in accordance with company core values, mission and vision.

This job description is intended to describe the general nature and level of the work being performed by employees in this job. It is not intended to be a complete list of all responsibilities, duties and skills required for this job classification.