

<b>Job Title:</b>	NC Field Supervisor	<b>Job Category:</b>	Salaried
<b>Department/Group:</b>	New Construction	<b>Job Code/ Req#:</b>	
<b>Location:</b>	Naples	<b>Travel Required:</b>	Yes
<b>Level/Salary Range:</b>		<b>Position Type:</b>	Full Time
<b>HR Contact:</b>	Kurt Englund	<b>Date posted:</b>	

## Job Description

**Job Summary:** This position reports directly to the New Construction Manager and is responsible for the supervision of multiple job sites and field personnel. Knowledge of installation and operation of various HVAC systems is essential, including both light commercial type applications and high-end residential systems. This position will assist the Department Manager in improving CAC's installations processes, procedures that will result in improved efficiencies pertaining to operations while minimizing costs pertaining to warranties, safety, etc. Performing jobsite spot-checks to verify field operations are being done correctly, efficiently, consistently and safely. Assisting in setting-up and maintaining vehicle organization, spot-checks and year-end inventories. Knowledge of International Mechanical Codes and Local Municipality Codes.

**Leadership Role –** The Field Supervisor independently performs most assignments with minimal instructions but may still require general technical guidance on more complex routine tasks, unusual or complex problems, or acclimation to local conditions. This position is expected to help mentor/coach/supervise less experienced field staff in order to help them develop their technical skills regarding documentation, hvac installation technical knowledge, processes, procedures and understanding the high level of customer service and safety in the field.

**Hours:** Monday through Friday, 7am-5pm with ½ lunch. May include occasional weekends depending on project workload.

Nothing in this job description restricts management's rights to assign or reassign duties and responsibilities to this job at any time. The following tasks/responsibilities are typical of the position but are not all encompassing. Each person is expected to help out in whatever duties are required to deliver a quality product on schedule.

### **Tasks & Responsibilities:**

1. Arrive on time and ready to begin work every day.
2. Always use a Safety First (PAUSE) approach to all work and regular reiterate PAUSE program to all field staff on a daily/weekly basis.
3. Expected to enforce safety regulations.
4. Always use the proper safety clothing, tools and precautions before beginning any work assignments.
5. Read and interpret diagrams and blueprints.
6. Plans, schedules, organizes and directs work on multiple job sites.
7. Insures proper equipment and supplies are available for current projects.
8. Monitors jobs to insure quality and compliance with job standards.
9. Estimates costs of change orders, if necessary.
10. Coordinates activities with other trades areas, project manager or outside contractors.
11. Recommends improvements, changes or new techniques and procedures.
12. Spot potential problems to prevent premature and unexpected breakdowns or callbacks.
13. Maintains records of jobs preformed, departmental cost codes, and hours worked by employee.
14. Must be willing to train new pipers & duct mechanics in technical skills and company procedures.
15. Maintain professional appearance and attitude at all times.
16. Be knowledgeable of products and services that solve our customer's specific comfort needs.
17. Be neatly groomed and fully dressed only in a clean company approved uniform.

18. Utilize the Internet for training.
19. Handling difficult customers and technicians in a positive and proactive way with the ability to say what is needed to help mentor.
20. Complete all necessary paperwork thoroughly, legible, correctly and on-time.
21. Maintain truck inventory consistently, accurately and timely.
22. Other duties as assigned.

## **Relationship to Others**

The Field Supervisor reports directly to the New Construction Manager and may work closely with other management teams and with internal support staff. Optimally, over time the Field Supervisor will have increased opportunity and assume increased responsibility for meeting department's needs and expectations. It is therefore necessary that the Field Supervisor maintain a satisfactory client relationship, relating to vendors, clients and fellow team members in a mature, thoughtful, professional and pleasant manner. Minimally, the Supervisor must display a demeanor that exhibits our Mission Statement and Core Values, as well as show empathy, patience, understanding and a genuine interest in others. The Supervisor performs a lead role in promoting interdepartmental communications and cooperation.

## **Required Knowledge / Skills / Job Qualifications:**

- Advanced knowledge of HVAC standard code requirements of air conditioning systems.
- Basic knowledge of plumbing and electrical.
- Strong communication, analytical, organizational, and efficiency skills.
- Ability to solve problems
- Maintain customer and builders satisfaction
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- *Communication Skills* – must possess excellent written and verbal communication skills.
- *Public Safety and Security* - Knowledge of relevant equipment, policies, procedures, and strategies to promote effective security operations.
- *Time Management* - Managing one's own time and the time of others.
- *Critical Thinking* - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- *Judgment and Decision Making* - Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- *Dependability*—the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
- *Mechanical* - Knowledge of machines and tools, including their designs, uses, repair, and maintenance.
- *Customer and Personal Service* - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Good communication skills both verbal and written are vital.
- Effective and efficient time-management and organizational skills.
- *Public Safety and Security* - Knowledge of relevant equipment, policies, procedures, and strategies to promote effective safety operations.
- *Installation* - Installing equipment, machines, wiring, or programs to meet specifications.
- *Troubleshooting* - Determining causes of operating errors and deciding what to do about it.
- *Repairing* - Repairing machines or systems using the needed tools.
- *Equipment Maintenance* - Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.
- *Operation Monitoring* - Watching gauges, dials, or other indicators to make sure a machine is working properly.
- *Near Vision* - The ability to see details at close range (within a few feet of the observer). Natural or corrected

vision to see and focus for close, distance, peripheral vision with normal depth perception.

- Problem Sensitivity - The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Finger Dexterity - The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
- Perceptual Speed - The ability to quickly and accurately compare similarities and differences among sets of letters, numbers, objects, pictures, or patterns. The things to be compared may be presented at the same time or one after the other. This ability also includes comparing a presented object with a remembered object.
- Dependability—the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
- Knowledge of office equipment and MS Office, Outlook software.

### **Working Conditions & Physical Demands:**

- Performing General Physical Activities - Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials. Ability to stand, walk and climb ladders and attic stairs and to maneuver in attics and homes to access HVAC equipment. Ability to continually climb, balance, stoop, kneel, crouch and / or crawl.
- May require outside work in cold, hot or wet weather; may require work in awkward or cramped positions and sometimes required to work in high places.
- Will require mobility throughout all facilities including stairs, and confined spaces.
- Will be required to reach areas not easily accessible by means of climbing, stooping, and bending.
- Will require proper coordination, and motor skills.
- Ability to work overtime when necessary.

### **Education and Formal Training:**

- Must possess a valid driver's license
- High School Diploma or GED Required
- Technical school graduate preferred
- EPA Certified type I, II, helpful but not necessary
- NATE certified preferred

### **Experience:**

- Five plus (5) years minimum in HVAC industry.

**Affirmative Action / Equal Opportunity Employer -- M/F/D/V -- DRUG FREE WORKPLACE**

Name		Date:	
Signature		Mgt. Signature	

Approved by HR 3-20-15