



Production Assistant

Works under the Production Manager

Job Type: Full-time

Work Location: Multiple Locations

Job Description

The Roofing Production Assistant will develop and demonstrate skill in overseeing the day-to-day operations of residential and commercial roofing projects and will show an advanced level of initiative in communication with supervisors, team members and clients. A Production Assistant must be committed to the core values of the company and must show the willingness to do what it takes to deliver quality workmanship and customer service.

JOB SUMMARY:

The Production Assistant reports directly to the Production Manager and is charged with assuring that all projects assigned by the Production Manager meet customer's specifications, manufacturer's specifications, and building codes and achieves superior quality and reliability levels. In addition, ensures all Company Safety Procedures are followed. Corporate Managers may assign additional tasks related to production; however, the Production Assistant will primarily receive direction from the Production Manager. The Production Assistant will comply with any instructions given by the Production Manager. This position will require travel to various locations where the Company may be performing work.

ESSENTIAL FUNCTIONS:

- Is present at every project start: preconstruction meeting with client and crew, carries out thorough material count, takes preconstruction photos of job site. Delivers materials as needed for the jobs and removes leftover materials from the job site in collaboration with the subcontractors. Maintain impeccable jobsite cleanliness.
- Proactively works to ensure that water intrusion events on work in progress or completed do not occur.
- Notes and communicates to Production Manager any issues that may impair quality or safety. Executes Change Orders as necessary.
- Notes, documents, photographs and uploads construction evidence for complete project detail, insurance purposes – supplementing, legal, etc.
- Prepares all necessary reports as required by Company Policy.
- Customer Service and communication with customers in a professional manner. Daily project updates (DPU's) relayed to clients each day of project duration. Assist in resolving Customer Service-related issues.
- Ensures compliance with jobsite safety plans and Company Safety Procedures.
- Goals: Inspects and resolves warranty issues.
- Goals: Provides training and coaching to subcontractors on how to correct deficiencies and prevent their reoccurrence. Manages subcontractors and crews in all aspects while onsite.
- Goals: Completes Final Inspections: fix minor issues, notify crew of larger remediations.
- Other tasks as assigned.

WORKING ENVIRONMENT AND EXPECTATIONS:

Hours: A typical work week is expected to be not less than 40 hours. Given the seasonality of this business, we expect that there will be many weeks in the middle of the year that require well over 40 hours of work. At the same time, there will be many weeks in the winter that may require somewhat less than 40 hours. At any time, and especially during the winter months, the production assistant may be asked to assist with various company initiatives.

Travel: A Roofing Production Assistant's role is likely to involve occasional travel for company training, and projects. At times, business demand or weather events may require that the RPS spend time working in other company locations.

KNOWLEDGE, SKILLS, ABILITIES AND QUALIFICATIONS: This is an entry level position into the trade of roofing. The roofing industry is an engaging and rewarding career field. We are dedicated to training the future leaders in our industry and will devote our energy to on-the-job training. The most important requirement of this job is to demonstrate a willing attitude, eager approach, strong work ethic and respect for others. Skills to obtain through training include:

- Knowledge of roofing systems (and ability to learn quickly) with overall technical proficiency.

- Problem-solving ability to troubleshoot roofing (and related) issues: ability to identify symptoms and systematically eliminate potential causes until solving the issue.
- Ability to organize many competing and concurrent workstreams, while prioritizing and following through on commitments.
- Must be able to communicate professionally and effectively using written and oral skills.
 - a. Customer service skills (listening, positive communication, patience)
 - b. Competence in grammar and spelling preferred
 - c. Ability to send clear and mistake-free written communications
 - d. Good phone demeanor and tone
- Must possess strong skills in self-leadership
- Technology skills enabling effective usage of our Company Relations Management software (CRM = Acculynx) and basics to include photo and document uploading, email, text
- Must possess and maintain a Driver's License and driving record acceptable to Company's Insurer

PHYSICAL REQUIREMENTS:

- Physical fitness sufficient to perform tasks that can be demanding at times
- Physical strength to lift and move items that may weigh up to 100 pounds.
- Ability to stand, walk, kneel, or crouch for extended periods.
- Ability to climb ladders or scaffolding
- Ability to work in hot and cold climate

MISSION AND CORE VALUES

Elliott Roofing team members must support our Mission of "Striving to Provide Quality Craftsmanship While Delivering Honest, Friendly Service." and embody our Core Values. We make hiring, retention, and advancement decisions largely on how well team members exemplify our core values in each aspect of their job.

Our Core Values are based off being fully **DEVOTED**:

1. **Diligent**: Consistently staying on top of tasks and working hard.
2. **Ethical**: Engaging in correct and honest practices
3. **Valued**: Making customers and co-workers feel appreciated
4. **Original**: Stay true to core values and setting the standard
5. **Trustworthy**: Be honest in all aspects of our business
6. **Efficient**: Be timely and concise in everything we do
7. **Driven**: Have a force and inspiration that keeps us grinding