JOB DESCRIPTION

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| **TITLE:** | Service Shop Tech/Lead Installer | **DATE:** | 5/2015 |
| **REPORTS TO:** | VP Warehouse & Installation | **FLSA STATUS:** | Non-Exempt |
| **DEPARTMENT:** | Service Operations | **MGT/SPVR:** | No |

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**SUMMARY**

Responsible for the organization and maintenance of the Service Operations shop area, the equipment cage, and the general maintenance of the Fremont office and warehouse space. Performs the duties necessary to maintain, construct, modify and repair furniture and equipment. Ensures that goals and objectives of the Service Shop projects are completed within the prescribed time frame and budget requirements. Interfaces with internal clients regarding shop projects. Manages and directs on-site installations to ensure timely completion, high quality service to clients, and cost effective utilization of Pivot Interiors labor and installation resources. Is able to work in situations that are fast-paced, with frequent challenging deadlines, constant interruptions and changing priorities.

**ESSENTIAL SKILLS: Product knowledge, carpentry, plumbing and electrical skills, attention to detail, organized, proficient verbal and written communications and technology savvy**

**ESSENTIAL DUTIES AND RESPONSIBILITIES** *include the following. Other duties may be assigned.*

* Establishes strong relationships with clients, and maintain the highest standard of customer satisfaction.
* Repairs and modifies systems and/or case good furniture, including: panels, desks, trim pieces and work surfaces.
* Coordinates scheduling with clients and vendors
* Responsible for tracking and maintaining equipment (carts, dollies, Masonite, warehouse supplies, tools, etc.) used by other Service Operations employees.
* Provides customization and fabrication of special equipment or hardware as requested for projects.
* Proficient with the safe use of all tools required in the Service Shop.
* Purchases and ensures that the Installation department has all of the necessary tools and equipment to perform tasks assigned to them. Assures the proper transportation and use of Service Operations equipment. Oversees the management, issuing, tracking and maintenance for all equipment.
* Monitors and tracks actual labor time expended on the work requested to ensure accurate billing of time and materials.
* Insures that all Pivot and rental vehicles are maintained in a safe and roadworthy manner. Keeps all DMV paperwork, tags, registration and insurance documents current and properly located in each vehicle. Insures that each vehicle is maintained and serviced in accordance with all state and motor carrier regulations. Inspects and checks each vehicle for all damages, security and roadworthy status daily. Keeps records on vehicles in use by Service Operations (including registration, Insurance Certificates, Preventive Maintenance records and Daily Vehicle Inspection sheets). Maintains all records necessary to comply with DMV and State Motor Carriers regulations. Insures the safe and professional use and condition of all trucks used by Service Operations drivers on a daily basis. Maintains and schedules all necessary repairs vehicles as necessary.
* Insures that all buildings are maintained in a safe and operational manner. Maintains all warehouse and office lights, roll-up doors, fire extinguishers, exit signs and all safety equipment in each building used by Service Operations personnel. Personally performs or insures that maintenance is done on pallet jacks, banding equipment and all equipment used by warehouse personnel, including forklift maintenance.
* Insures that all O.S.H.A. safety regulations are posted and maintained in accordance with state laws. Insures that all of the required CAL-OSHA safety programs are observed and implemented. Conducts required safety training meetings for Service Operations personnel. Maintains required records of each safety meeting being conducted at Service Operations.
* Works with team members to ensure that the job is completed.
* Facilitates changes to scope of work and obtains approved change orders as needed.
* Enters time worked into database by job/project every week.
* Organizes and effectively directs assigned crews of installation personnel through completion of installation / reconfiguration project. Directs installation crews to ensure project success in the areas of cost control, job completion, schedule adherence, punch-list documentation, and customer satisfaction.
* Understands and communicates to installation crews, the scope of the entire project and/or any special conditions or requirements. Works with team members to ensure that the job is completed per the quote and scope.
* Oversees receiving and installation phases of project. Inspects quality of workmanship and ensures conformance to installation plans and installation standards.
* Confers with project personnel to provide technical advice and to resolve problems. Performs special analysis and/or planning (site verification, spec checking, phasing of product for order entry, reviews equipment requirements, etc.
* Provides own dependable transportation to job site or office as required, and provides own tools necessary to perform the job. Monitors own work to ensure quality performance and results consistent with Pivot Interiors mandate.
* Obtains final client acceptance and sign-off upon completion of the installation, if requested by Project Manager.
* Shares efficiency techniques, process improvements and installation technical advice wherever possible.

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**SUPERVISORY RESPONSIBILITIES**

This position has no permanent supervisory responsibilities.

**QUALIFICATIONS** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**EDUCATION and/or EXPERIENCE**

Requires a high school diploma or GED plus at least 5 years of related experience including systems furniture installation experience (Herman Miller furniture systems experience preferable);or equivalent combination of education and experience. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead, train and direct the work of others. A wide degree of creativity and latitude is expected. Operations database experience is preferred, as well as previous working experience with Lotus Notes, Microsoft Word, and Excel.

**LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to read and analyze architectural drawings and blueprints. Ability to write reports, and business correspondence (such as proposals, quotations, letters), in English. Ability to effectively present information, written and verbal, in English, and respond to questions from groups of managers, clients, vendors, and the general public.

**MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, proportions, percentages, area, circumference, and volume. Ability to apply the algebraic and geometric concepts involved in project design desirable.

**REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Proof of valid California state driver’s license, and proof of insurance of an operable vehicle required. Some local travel required.

**PHYSICAL DEMANDS** *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit; concentrate intensely; talk and hear. The employee frequently is required to stand; walk; and use hands to finger, handle, or feel, and operate a computer keyboard, mouse, and telephone keypad. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 75 pounds with assistance and/or equipment. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT** *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, outside weather conditions, and risk of electrical shock if working at client site. The noise level in the work environment is usually moderate.

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