

Positional Commitment

Position Title	Crew Leader
Result Statement	To provide excellent customer service through job efficiency, cleanliness, and professionalism, to maintain a work environment consistent with our values and standards, and to maintain clear and regular communication with Project Manager for every project.
Responsibilities	Strategic work = Your Destination Tactical work = Specific Actions You Take
Strategic Work:	<ol style="list-style-type: none">1. Run assigned service calls (including after-hours calls) efficiently, thoroughly, and professionally, looking for root causes of issues and upselling service where possible2. Communicate resources needed, job status, and job completion with Project Manager and office daily3. Acquire necessary equipment, tools, and parts for assigned projects/tasks, calling local vendors first before driving4. Ensure customer satisfaction through professional conduct, frequent communication, explanation of tasks performed, estimated time of completion, and estimated cost5. Keep company truck and trailer clean and organized, with all equipment properly stowed, secured, and maintained for easy access for each job6. Ensure cleanliness of each job site, through proper placement of tools/equipment on each site7. Oversee crew members and apprentices to ensure job site remains clean, structured, and efficient (do not leave apprentices unattended)
Tactical Work: Daily	<ol style="list-style-type: none">1. Arrive at job site on time and attend check-in with Project Manager2. Conduct safety brief with crew3. Notify (call/text) Project Manager for the following reasons:<ul style="list-style-type: none">• Before leaving unfinished job site• Customer calls directly to request return to site• Any deviation of work on calendar• Any problem or issue on site, with 1-2 options/suggestions to work through• Jobsite or travel accidents (& complete safety/incident report for office and drug test for affected crew member if applicable)4. Clean up job site and ensure all tools/equipment are properly stowed (assign duties as needed)5. Complete detailed daily report (with before/after photos, material tickets, inventory sheet, receipts) and submit to office email (office@email.com) and Project Manager before leaving job site

As Needed/
Immediately

6. Fill out, sign, and turn in truck maintenance checksheet to office every Monday (digital form in progress) and take truck for regular maintenance
 7. Keep license up-to-date, attend classes, and check licenses of assigned crew
 8. For parts and materials purchases necessary for job completion:
 - Call local suppliers first to check if part is in stock
 - Note lead times when traveling
 - Notify customer and receive written or electronic approval
 - Input purchases on daily report
 - Communicate with Project Manager for approval (if not a time/material job)
 9. Create job estimates to communicate with customer
 10. Collect payment/billing from customer after job completion
 11. Communicate truck maintenance needs with office
 12. Answer all phone calls from assigned crew members, supervisors, and office
 13. Turn time sheets in to office every Wednesday
 14. _____
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Authority

1. Write-up apprentice for failure to perform job responsibilities and communicate with office immediately
 2. Direct access to Project Manager and office
 3. Delegate specific tasks to apprentices as needed (supervised)
 4. Request proof of licensing on a weekly basis or at random;
 5. Use of company credit card for fuel of truck and purchasing of needed parts (with written/electronic approval from customer)
 6. _____
 7. _____
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Accountability

1. Attendance at daily check-ins
2. Project Manager has received communication about job status, resources needed, and job completion and has given approval where required
3. Regular inspections of jobsite cleanliness conducted by Project Manager, senior Project Manager, and/or president
4. Office will review that all receipts and daily sheets have been turned in daily and safety meeting reports and maintenance checklists weekly
5. Random inspections of truck and equipment conducted by office
6. Customer reviews for courtesy, professionalism, and communication
7. _____

Signatures

Statement of the position holder:

I accept the accountabilities of this position and agree to produce the results, perform the work and meet the standards set forth in this Positional Commitment.

Date: _____

Signature: _____ Printed/typed name: _____

Statement of the position holder's manager:

I agree to provide a working environment, necessary resources, and appropriate training to enable the accountabilities of this position (result, work, standards) to be accomplished.

Date: _____

Signature: _____ Printed/typed name: _____