



Job Title: Emergency Services Lead

Job Summary and Mission

This job contributes to New Life Service Co. success by carrying out day to day work orders given by the Emergency Services Manager and directing the work of all Emergency Services Technicians assigned to them. Thereby achieving business results while fulfilling our mission to enrich the lives of others by restoring our customer's property, supporting our community and developing the next generation in skilled trades. The Emergency Services Lead is a working member of the emergency services team and is the responsible individual on a work site. The Emergency Services Lead reports to the Emergency Services Manager.

Summary of Essential Key Responsibilities

Note: Responsibilities and essential job functions include but are not limited to the following:

- Perform all mitigation processes necessary to remediate damaged properties.
- Lead and direct the activities of the company's emergency service personnel and provide feedback and technical assistance as needed.
- Lead the operation, organization and cleanliness of the emergency service warehouse.
- Learn characteristics of new systems and equipment of the mitigation industry and update skills to adapt to changing technology.
- Ensure company and customer satisfaction through professional appearance, expert workmanship, and polite communication.
- Responsible for the efficient and profitable use of the company's time, labor, and materials.
- Protect the company's property. Do not use, nor allow others to use company property without permission and according to policy.
- Responsible for site conduct of the crews, no abusive or foul language is to be tolerated, radios should be played quietly, music appropriate and absolutely no horseplay.
- Ensure job safety for both the customer and our workers, wear hard hats, goggles, boots, respirators, gloves and containment suits as required.
- Report job progress, potential work obstacles and possible solutions to Production Coordinator or Project Manager.
- Responsible for personal and project quality control.
- Attend company meetings as requested by management.
- Uphold, coach and hold accountable self and others to our mission and core values.
- As workloads fluctuate, you may be assigned to train and work with other departments

Qualifications: Knowledge and experience with:

- Two or more years of high-level craftsman experience, in the mitigation field.
- Current practices, materials, hand and power tools, and equipment used in the emergency service industry.
- Contents packing, inventory, and manipulation.
- Safety and Health regulations and practices pertinent to the mitigation industry.
- Harmful effects of hazardous or toxic materials and the protection and safeguards required when working with such materials
- Capabilities in computer applications, systems, and hardware used for restoration industry.

Required Skills and Abilities:

- Maintain IICRC certification
- Prepare, read, interpret and work from sketches, drawings and plans
- Inventory management and material ordering
- General knowledge of associated building trades
- Demonstrates high level of craftsman skill in the mitigation industry
- Demonstrated ability to direct the work of others
- Able to perform heavy physical work around machines
- Operate a motor vehicle
- Position requires vision to read printed materials and computer screens; hearing and speech to communicate in person and over the telephone.
- Able to bend, stoop, kneel, reach and climb to perform work
- Safely climb ladders and work at heights on scaffolds
- Possess the ability to safely lift, carry, push, and pull materials and objects as necessary to perform job functions, up to 100 lbs

Leadership Competencies:

(Abilities, knowledge, and skills that enable a person to effectively lead others)

- Sets Direction – Establishes and communicates a compelling and inspired vision, creates winning strategies and plans.
- Builds and Maintains Relationships – Establishes positive connections with others so as to facilitate the attainment of business results.
- Achieves Measurable Results – Consistently exceeds goals, exceeds the expectations of others.
- Develops for the Future – Develops the skills and competencies of self and others.
- Deals with Ambiguity – able to successfully function during times of uncertainty and changing priorities without losing composure.
- Acts with Leadership Courage – Willing to take a managed risk to move the business forward.

Core Competencies:

(Abilities, knowledge, and skills that enable a person to act effectively in a job or situation)

- Self-motivated
- Humility, Ask for help
- Composure, maturity to be professional
- Works well with others, builds healthy relationships
- Decision making, can work independently
- Problem solver, logical or deductive reasoning for best possible outcome
- Safety conscious, know and adhere to all safety standards
- Teachable, committed to feedback cycle, Growth Mindset
- Detail oriented, training the eye to see specific things related to mitigation work
- Tool savvy, comfort and knowledge in use of tools
- Clear communicator
- Be Knowledgeable of customer, scope, budget, industry standards and relevant building codes
- Keep our culture, stand up for our core values

Education:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying:

- Equivalent to the completion of the twelfth (12th) grade

Environmental Elements:

Employees work in environments with moderate noise levels. The work may involve exposure to moderate chemical odors, confined spaces, and some extreme environmental conditions. (IE Bio Hazard clean up like sewage or body fluids)

Working Conditions:

The typical work week is Monday – Friday 8:00a-4:30p. It may also include on call status, as required by New Life Service. The nature of our company work is disaster restoration and emergency services. In order to fulfill our commitment to excellent customer service and good community service, we all expect to share the load by making occasional sacrifices of extra work time when necessary.

Note: management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions for the job.

Date Reviewed _____

Employee Name _____

Employee Signature _____

Employer Signature _____