

Position Description

Lead Installer

Department: Operations

Reports to: Project Coordinator or Operations Manager

Position Summary

Responsible for the on-site leadership and successful completion of assigned office systems furniture installations. Works with the Project Coordinator, sales person, and operations manager to ensure all appropriate customer coordination and contact is accomplished.

This job description illustrates the essential duties of this position. It does not prescribe or restrict the tasks that may be assigned.

Expectation of Employee

- Adheres to Capital Office Systems policy, procedures and practices either written or implied.
- Provides timely, professional and quality customer service to both internal and external customers.
- Contributes to the overall team effort by supporting other work areas as workload permits.
- Maintains a positive and respectful attitude at all times.
- Communicates regularly with supervisor about department issues.
- Demonstrates flexible and efficient time management and ability to prioritize workload.
- Consistently reports to work on time prepared to perform duties of position.

Essential Duties & Responsibilities

- Responsible for providing and maintaining own tools to perform installations.
- Maintains personal driving record that always meets company's insurance eligibility requirements.
- Reads production schedule, customer order, shipping order, or requisitions to determine items to be moved, delivered and installed.
- Reads and interprets drawings to determine parts required, sequence of installation, and tools needed to ensure successful and timely completion of installation.
- Maintains consistent communication with the project coordinator, customer and sales in regards to installation proceedings including all logistical aspects of the job.
- Working with the Project Coordinator to address and resolve installation/logistical problems in the field. This includes but is not limited to: helping verify measurements for design and for installation, determining the best method of product load in, meeting with the customer to arrange time/date for install and to look at the particulars of the site, etc.
- Supply technical/logistical advice to sales and other departments during design and quoting stages, pre-installation, and installation stages.
- Supervises and performs a variety of assembly and installation operations according to customer and/or company specifications to ensure timely and accurate completion of the installation. Essential that job site is clean when install ins finished and that work has been done to design; if changes have been made, job change orders must be accomplished and signed by the customer.
- May participate in pre-installation and post installation project meeting with Project Coordinator, Sales, Design and Admin Coordinators.
- Controls labor costs of assigned installations to the parameters of the estimate.
- Motivates, trains, and leads installation team members.
- Completes job daily reports and installer checklist timely.
- Along with the Project Coordinator, is responsible for obtaining signed delivery ticket and complete accurate, punch lists, and freight damage reports.
- Ensures change orders forms are completed for customer requests outside of installation scope.
- On jobs without a Project Coordinator, follow up with client to make sure job was completed as expected and share this information with the Sales team.
- Along with the Project Coordinator, or in his or her absence, may participate in final customer walk-through and complete project punch list, customer sign-off and ensures project closure to expedite the billing process.
- Will be required to travel.

Knowledge, Skills and Abilities

- Ability to work independently and handle multiple tasks.
- Ability to read and interpret floor plans, blueprints and installation drawings.
- Excellent planning and organization skills
- Ability to lead and motivate personnel assigned.
- Knowledge of measurements and measuring devices.
- Proficiency using a variety of hand and electrical tool.
- Strong interpersonal skills.
- Ability to be assertive while remaining respectful.
- Strong oral and written communication skills.
- Professional appearance and demeanor.
- Knowledge of computers, Microsoft Excel, Word and Outlook

Minimum Qualifications

- HS Diploma or GED
- 2 yrs experience working with Office Systems Furniture or related work
- 2 yrs experience leading a work crew
- Valid Alaska driver's license with clean driving record
- Pass background check for entry to State/Federal facilities
- Available for shift work and occasional travel
- Capable of lifting & moving a minimum of 75 pounds on a frequent basis
- Provide own tools within one month of hire date

Preferred Qualifications

- Knowledge of installation techniques for Office Systems Furniture
- Knowledge of Office Systems Furniture lines, particularly Steelcase
- Knowledge of Hedberg

Physical and Environmental Requirements

- Primarily customer sites and company warehouse. Occasional exposure to construction areas. While performing the duties of this job, the employee will frequently be exposed to moving mechanical parts and cold air. The noise level in the work environment is usually moderate. The employee may be required to work beyond the standard 8-hour day and occasional weekends.
- The employee will be required to use hands to finger, handle or feel; reach with hands and arms; talking and hearing are required for the position. The employee is required to walk, bend, lift, crouch, crawl, climb stairs and will frequently be required to lift items weighing up to 75 lbs. from floor to waist, or waist to should, and move items weighing up to 75lbs. from/to varying distances. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.