



License #PC659007, MB673406, EA659286

JOB DESCRIPTION

PLUMBING ASSISTANT MANAGER

PURPOSE OF THE POSITION

This position is responsible for organizing and coordinating field operations and procedures to ensure organizational effectiveness and efficiency.

SCOPE

This position reports to the Manager and will be responsible for the organization and management of the department.

RESPONSIBILITIES

1. Customer Relations

Main Activities

- 100% customer satisfaction.
- Strengthen existing and build new customer relationships.
- Strong communication.

2. Project Management

Main Activities

- Develop new strategies for project organization.
- Ability to start, finish, and manage projects without guidance.
- Creating Purchase Orders and ordering materials for jobs.

- Manage small bid projects received from the sales team through completion.
- Manage returns and credits.

3. Scheduling

Main Activities

- Schedule daily jobs and service work orders.
- Forecast future orders.
- Coordinate jobs with other department heads.
- Communicate with dispatch.
- Updating whiteboard and SFO.

4. Miscellaneous

Main Activities

- Assistance in training new employees and teaching existing employees labor-saving ideas.
- Positioning employees in an area where they can succeed and be challenged.
- Must attend weekly meetings with the Manager.
- Coordinating bulk orders.
- Maintaining shop inventory.
- Performing tests on products according to specifications.
- Aiding in assistance to other trades upon need.
- Entering & tracking warranty claims.
- Reviewing daily work orders (Work order Review)
- Invoicing.
- Assist in filing for Permits and Inspections.
- Follow up with customers on bids and billing questions.
- Fielding customer inquiries.
- Estimating.
- First contact on job questions from techs and installers.

KNOWLEDGE AND SKILLS

Knowledge

This position must have proficient knowledge in the following areas:

- Knowledge of plumbing equipment and tools.
- Ability to maintain a high level of supervision.
- Ability to adjust to various workloads.
- Knowledge of how our projects work and operate.

Skills

This position must demonstrate the following skills:

- Team building skills.
- Problem-solving skills.
- Decision-making skills.
- Effective verbal and listening communication skills.
- Attention to detail skills.
- Organizational skills.
- Written communication skills.
- Computer skills.
- Stress management skills.
- Time management skills.
- Coordination with other trades.
- Material handling (orders, project placement, delegation, and returns).
- Filling out project logbooks.
- Following job site safety requirements.
- Blueprint reading.

PERSONAL ATTRIBUTES

Team members must maintain strict confidentiality with the finance and personal information. They must also demonstrate the following personal attributes:

- Be honest and trustworthy.
- Be respectful.
- Demonstrate sound work ethics.
- Work well with others.
- Communicate well with customers.
- Be flexible.
- Positive Attitude.

PHYSICAL DEMANDS

This position will involve 90% of their time in the office. Working conditions may include hot and cold days in the field. Lifting conditions may be up to 100 pounds.

MENTAL DEMANDS

There are numerous deadlines associated with this position, which may cause significant stress. They must also deal with a wide variety of people on various issues.

PERFORMANCE REVIEWS

Revised January 2024

This position will receive a performance review yearly on their work anniversary date, and their success will be based on the following criteria:

- Ability to start, finish, and manage projects without guidance.
- Development of processes and tools that streamline operations and cut costs.
- Customer satisfaction.
- Work ethic.
- Ability to maintain an accurate schedule.

COMPENSATION PACKAGE

Salary Position

Status

Full-Time

Employee health insurance

75% of employee plan

Simple IRA

Match up to 3% of Salary

Tablet/Laptop

Yes

On-call

No

Vacation

2 weeks

Vehicle

No

Cell phone

Yes

Holiday

8 paid holidays per calendar year

Additional Compensation:

- Ron's Plumbing, HVAC, and Electric will cover all expenses if you are to be traveling (Fuel, Room, vehicle, and maintenance)
- Clothing allowance of \$300 per year for t-shirts, sweatshirts, jackets, hats, boots, gloves, and safety apparel
- Company cell phone plans for family at reduced cost