



SERVICE SUPERINTENDENT JOB DESCRIPTION

Job Responsibilities include but are not limited to:

- Develop and retain service-related customers in every business sector that lends itself to long-term relationships.
- Monitor projects for profitability and budget cost
- Prepare and maintain schedules for new and ongoing projects
- Forecast service manpower requirements
- Ensure technicians have a complete understanding of projects scope and expectations
- Ensure technicians have all necessary tools and material to complete assigned projects
- Recruit, develop, train and empower associates to be the best in the business
- Inform technicians of any budget over-runs or customer service-related concerns
- Coordinate efforts of technicians and administrative staff to ensure timely, efficient execution of all assigned projects
- Provide and review any documents required for billing process
- Represent the company at various functions in a professional manner
- Understand permitting or AHJ requirements for scopes of projects assigned
- Scheduling of new orders/accounts and accurate back-office close-out procedures
- Provide Weekly Activity reports to service operations manager for their use in evaluation of manpower requirements of the department
- Perform all other duties as assigned

Expectations:

- Believe In, Live, and Support Our Mission Statement, Core Values and Business Plan Daily
- Set the Example for Safety First
 - Start each meeting with a Safety Topic
 - Ensure timely and accurate Incident and Accident Reporting
 - Ensure JSAs, Toolbox Talks, Audit Forms, etc. are completed timely and completely
 - Complete Monthly Jobsite Visits/Observations
 - Hold team accountable for all Safety Initiatives
 - Hold yourself and team accountable for Safe Driving of Company Vehicles
- Communicate effectively and professionally within the department and with internal and external customers
- Understand and Follow HR and Safety Initiatives and Processes
- Training
 - Input and Development of Training Requirements



- Commitment to Training at all levels for all team members
- Ensure Timesheet Management – job numbers/names, OT and travel pay, completed accurately, approved, and submitted to Payroll on time, etc.
- Ensure all necessary documentation is provided to properly complete jobs i.e. scope sheet, budget, material list, design/sketch (if applicable), etc.
- Ensure proper oversight and management of Inventory system
- Ensure Material Purchasing optimization, PO SOP adherence, pick ticket review and submittals, etc.
- Maximize Production Efficiency – labor hours; scheduling; right manpower for job, timely finals etc. while maintaining quality standards
- Support and Ensure Team Adherence to All Company SOPs – Purchase Orders, Change Orders, Accounting Processes, Subcontractors, etc.
- Awareness of Budget vs. Actual Job Costing Details and participate in meetings with the department for improvement opportunities
- Ensure Work Tickets are submitted timely and professionally with all required documentation and backup details i.e. reports, pictures, etc.
- Participate in Weekly Meetings with Team
 - Update status on all jobs – materials, equipment rentals, subcontractors, intercompany jobs, etc.
 - Review Reports
- Ensure Customer Satisfaction and discuss Customer Satisfaction Survey feedback with team for improvement opportunities
- Maintain Quality Control i.e. reduce the need for return trips and warranty work
- Teamwork – maintain positive interactions within your team, local office, same department in other offices, Accounting, etc.

Knowledge:

- Minimum education of High School Diploma or Equivalent
- Some secondary education is desirable
- Working knowledge and understanding of materials, tools, equipment, and procedures used in the installation of fire protection systems, processes, and working knowledge of applicable NFPA standards, NICET Level II preferred

Work Experience:

- Minimum of 5 years of experience in all aspects of fire sprinkler installation, service, and inspections required, with 10 or more years preferred

Skills and Competencies:

- Ability to take direction from upper management
- Accurately complete and maintain all paperwork
- Maintain vehicle and tools as per company policy
- Must have valid state driver's license and good driving record



- Knowledgeable with NFPA 13 rules and all necessary codes
- Ability to interact and communicate in a professional and positive manner with other trades, customers, project managers, county officials, general contractors, etc.
- Demonstrate positive teamwork and ability to be a team leader and mentor
- Maintain a clean and safe work environment
- Complete projects in a timely manner while providing the highest standard of quality work and customer satisfaction
- Leadership skills, including ability to communicate, address personnel issues and make fair decisions, balance project demands, customer service and employee assignments
- Exceptional organizational planning and time management
- Provide excellent customer service
- Computer skills to operate Outlook Email, Word and Excel

ACKNOWLEDGEMENT:

The Employee is expected to comply with and support the enforcement of Allied Fire Protections policies, applicable regulatory and statutory requirements.

I have read, understand, and agree with this explanation and job description.

Employee Signature: _____ Date: _____

Human Resources Signature: _____ Date: _____



Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Task Title/Job Title: Service Super

Date of Analysis: 2021

"O" Occasionally 0 - 33%, "F" Frequently 34 - 66%, "C" Constantly 67 - 100%

	Frequency/Duration/Weight																	
	≥ 8 Hours			≥ 10 Hours			≥ 12 Hours			≥ 25 lbs.			≥ 50 lbs.			≥ 75 lbs.		
	O	F	C	O	F	C	O	F	C	O	F	C	O	F	C	O	F	C
Pushing			X		X		X					X		X		X		
Pulling			X		X		X					X		X		X		
Climbing			X		X		X											
Balancing			X		X		X											
Bending and Twisting			X		X		X											
Squatting	X			X			X											
Crawling	X			X			X											
Kneeling		X		X			X											
Reaching			X		X		X											
Handling			X		X		X											
Fingering			X		X		X											
Feeling			X		X		X											
Lifting and Carrying			X		X		X				X			X		X		
Working overhead			X		X		X											
Working at heights			X		X		X											
Standing			C		X		X											
Sitting	X			X			X											
Walking			X		X		X											

While performing the duties of this job, the employee will frequently be required to use ladders and scaffolds while wearing Personal Protective Equipment. Specific vision abilities required by this job include vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.