



#### Position Information:

- **Position Classification:** Water Mitigation Field Supervisor (WMFS)
- **Position ID:** 013 **Version:** 1.2
- **Supervising Position Title:** Operations Manager (OM)
- **Reporting Position(s):**
  - Water Mitigation Leads (WMLs)
  - Water Mitigation Technicians (WMTs)
- **Position Type:** Full-Time, OT-Exempt
- **FTE:** 1.0
- **Payroll Type:** Salary
- **Payroll Rate:** \$55,200 - \$71,200 / year salary + potential bonus pay program
- **Shift Requirement:** 7:00am – 3:30pm, habitual evening/weekend hours as required
- **Travel Requirement:** 60%

#### Position Summary:

The Water Mitigation Department at Pacific Rim serves residential homes and/or light commercial facilities that experience a property loss caused by water, sewage, or mold. For each customer's loss, the Water Mitigation Field Team executes the mitigation, dry out, and/or demolition prep work needed prior to the restoration of a customer's property.

Reporting directly to the Operations Manager (OM), the Water Mitigation Field Supervisor (WMFS) oversees the Water Mitigation Field Team and their service delivery of all onsite mitigation efforts. This includes the management of all steps of the mitigation process after new customer signing / inspection through to mitigation completion. The WMFS ensures the delivery of all documentation to designated staff in exact accordance with Pacific Rim procedures and timelines. Through excellent service delivery, creates the highest level of satisfaction for customers and referral partners.

The WMFS is responsible for managing all members of the Mitigation Field Team (Technicians and Leads) and all supplies / equipment needed for delivery of mitigation field services.

#### Position Responsibilities:

- **15% Customer Engagement** (6hrs/week)
  - Realize that communication is the greatest downfall of our industry. Ensure that all Leads for every single customer appointment call to confirm appointment and arrival window prior to dispatching to job site.
  - Promptly (and in advance of missing an arrival window) ensuring all Leads communicate to the customer, to you, and the office coordinator that a scheduled arrival window will be missed. Clearly communicate whether your team will be arriving late or will need to reschedule completely.
  - Ensure that all Mitigation employees, before arriving at any jobsite, are in uniform, appearance is neat, and they are prepared.
  - The WMFS is to ensure that all Leads effectively communicate daily with customers and other members of Pacific Rim staff.
  - Ensure that all Mitigation employees once they arrive put on protective booties and any other assigned gear.
  - Manage customer expectations by "under promising and over delivering". Set reasonable deadlines.
  - Attend all onsite Insurance Adjuster meetings and/or perform Insurance follow-up communications as required. Ensure Lead Techs are fully versed in how to handle any resulting impacts of adjuster's meetings.

- Handle escalated concerns from customers, adjusters, tenants, or employees when Lead Techs require or request assistance. Escalate situations to OM when customer concerns or demands cannot be addressed by you or your team.
- **50% Service Delivery (20hrs/week)**
  - Monitors the Water Mitigation New Jobs channel to stay apprised of new customers / projects and efficiently distributes new projects, setting daily schedules for each field mitigation truck.
  - Ensure solid evidence is delivered/discovered for the “water source” on all water mitigation jobs prior to any work commencing and escalating to the OM if absolute certainty of water source can’t be determined.
  - Daily reviews the scope and mitigation plan of each day’s customer appointments on the schedule.
  - Ensure that all Mitigation employees review the job specifics including Inspection Form and pictures prior to arrival.
  - Ensure that all Field Team employees adhere to Pacific Rim safety protocols while on every jobsite.
  - Ensure that all Field Team employees use proper supplies and practices for protecting customer’s property (masking, containments, floor protection, etc.).
  - Make sure demolition is performed correctly, adhering to IICRC and company guidelines.
  - Ensure Leads take material samples for Asbestos testing, complete sampling chain of custody forms and deliver samples to WAT facility.
  - Follow-up on testing results promptly and inform Office Coordinator of next steps.
  - Manage the team to deliver an exceptional level of customer service that is evidenced by several 5 star reviews each month.
  - Works diligently in partnership with the Office Field Coordinator to efficiently manage subcontracting services.
  - Effectively train leads to manage the use of equipment in such a manner that guarantees Pacific Rim has full ability to maximize what insurance should/could pay for every job.
  - If additional supplies or equipment are needed to be purchased for a project, enforce the team submits written requests and waits for approval prior to purchases, as well as, submits receipts same day of purchase.
  - Continuously train Field Team employees on best practices and procedures for all phases of mitigation projects to ensure exceptional service.
  - Under the leadership of the Operations Manager, work with Pacific Rim executive staff on growing and refining processes and procedures to achieve long term profitable results from the Mitigation Department.
  - Work closely with Reconstruction and/or Contents Department employees when needed to assist in furthering projects on to completion.
  - Perform adhoc site visits to sample audit the work performance of the team and provide hands-on on-site guidance and training.
  - Suggest write-ups to OM in advance of issuing to employees. Once approved complete write-up forms and e-mail to employee, [hr@restoreyounow.com](mailto:hr@restoreyounow.com) and the OM.
  - Help and engage constantly with team members when help is needed, or advice can be given.
  - Be a leader by example, be early, in uniform, polite, organized, neat and clean. Continue to learn and share your knowledge.
  - Set the example for leadership and professionalism in both appearance and conduct for the Field Team.
  - Routinely provide ideas to the OM to improve employee retention, employee engagement and employee morale.
- **15% Service Documentation (6hrs/week)**
  - Effectively communicate what documentation is required per job scenario. Provide training to all field team members on how to accurately and completely fill out all required documentation.
  - Prepare starting documentation packets for each new signed customer.
  - For every job visit ensure field teams submit Monitoring Report, Equipment List & Demolition Report legibly, accurately and completely in accordance with Pacific Rim’s procedures and deadlines. If necessary, amend, complete, and adjust documentation prior to submitting to the Office Estimator.

- For every job visit ensure field teams create a post on the [Water Mitigation Project Updates](#) channel communicating
- Daily ensure that photos are taken, uploaded to OneDrive and filed appropriately for every site visit conducted.
- Promptly respond to documentation inquires made by the OM or Office Estimator.
- **10% Equipment, Facilities & Supplies Management (4hrs/week)**
  - While using or operating Pacific Rim equipment ensure use (all Field Team employees use) is in the prescribed manner, adhering to Pacific Rim safety measures and wearing appropriate PPE.
  - Manage team “readiness” by making sure that all trucks are always fully stocked, equipped and prepared for all various job type scenarios.
  - Create and manage a rotation schedule for WMLs to ensure supply levels are monitored and re-stocked weekly. WMFS approval required on all orders drafted by WMLs.
  - Create and manage a rotation schedule for WMLs to ensure a routine inventory check is completed on all drying equipment (dehus, air movers, air scrubbers, etc.) on company vehicles, in company facilities and on job sites.
  - Ensure supplies and equipment are stewarded properly to maximize profits and minimize costs.
  - Ensure proper cleaning and decontamination of equipment is completed by field teams after each use.
  - Create and manage a shop cleaning checklist and a rotation schedule for WMLs / WMTs to ensure the shop is continuously kept clean, organized and hazard free.
  - Quickly notify the OM of any issues with supplies, drying equipment, tools and/or the company vehicles.
  - Avoid theft related losses by ensuring all Field Team employees strictly adhere to Pacific Rim practices regarding locks, parking, security codes, keys, alarms, trailer hitches, emptying trucks, etc.
  - Perform routine research to ensure Pacific Rim is staying on the cutting edge of equipment for the mitigation industry. Provide equipment purchase suggestions to the OM.
  - Suggest equipment maintenance, repairs, and/or replacement events to the OM.
- **5% Human Resources Management (< 2hrs/week)**
  - Make sure all crews are uniformed and COVID-19 compliant when in the field.
  - Through effective scheduling and workload management, manages the payroll cost of the Mitigation Field Team.
  - Through the assistance of the Business Operations Team and with the approval of the OM, recruit, hire, train and evaluate all members of the Water Mitigation Field Team (Water Mitigation Technicians (WMTs) and Water Mitigation Leads (WMLs)).
  - Conduct 3mos. (90 day probationary), 6mos. and annual reviews for every member of the Water Mitigation Field Team.
  - Propose raises and/or promotions to the OM before discussing with employees.
  - Schedule, manage and/or provide all onsite and off-site training provided to the Field Mitigation Team.
  - Ensure Field Team members are adhering to company dress codes including wearing company issued apparel. Provide new apparel requests promptly to the OM to ensure that uniforms are always available for employees.
  - Document verbal warnings issued to employees. Same day of warning send e-mail to [hr@restoreyounow.com](mailto:hr@restoreyounow.com) and OM.
- **5% Other Duties as Assigned (< 2hrs/week)**
  - Attend Pacific Rim CR LLC Company Meetings.
  - Attend Water Mitigation Department Meetings.
  - Run monthly Safety Meetings for the Water Mitigation Field Team.
  - Other duties as assigned by supervisor and/or company oversight.

In addition to these responsibilities conducted during standard business hours, the Water Mitigation Field Team may be asked to attend to Emergency calls from customers afterhours or on weekends. The Water Mitigation Field Supervisor may be

asked to conduct these initial Emergency visits or will be asked to delegate this responsibility to one of the Truck Crews on the Field Team.

- **Emergency / After Hours Assignments**

- Maintain an afterhours / weekend on-call schedule.
- Ensure every Field Team employee is aware and given timely notice of on-call shift assignments.
- During assigned on-call shift be responsive, answering all phone calls.
- Ensure all Field Team employees who are on-call are responsive, answering all phone calls during shift assignment.
- Perform emergency site visit and inspection per the Emergency Procedures Guide.
- Ensure all Field Team employees conduct emergency site visits and inspections per the Emergency Procedures Guide.
- Set equipment per Emergency Procedures Guide.
- Ensure all Field Team employees set equipment per Emergency Procedures Guide.
- For every emergency call out visit create a post on the Water Mitigation Emergency Job Requests channel.
- Ensure, for every emergency call out visit that the responding Field Team crew creates a post on the Water Mitigation Emergency Job Requests channel.
- Delegate junior level support tasks to Leads/Technicians as needed to complete emergency call out.

**Position Classification:**

Water Mitigation Field Supervisors at all levels are expected to ensure the delivery of professional service to customers, leading the completion of daily onsite water mitigation services and the end to end mitigation process for a customer's loss.

- **Level 1:** A Level 1 WMFS has proven their ability to lead others by quickly delivering a high turnover of projects while meeting quality standards. They have demonstrated a clear understanding of mitigation and dry out requirements / processes and the ability to teach / train those principles to others. They are seen as reliable supervisors who can step in to back up senior members of the team at a moments notice. They continue to show promise as a key leader within the company through their ongoing willingness to take on additional duties, their ability to effectively problem-solve, and their ability to deliver results through a team.
- **Level 2:** A Level 2 WMFS has proven their exemplary ability to “lead the leader”, “train the trainer” and “supervise the supervisor”. They have built a team of leaders who consistently deliver a high volume of work at the company’s highest quality standards. Their high performance is consistently evidenced by having won the praise and appreciation of customers, referral partners, fellow employees and the management team. They show superior knowledge of the mitigation / restoration processes and continuously bring forward new and innovative ideas. They are seen as the “master” level of their job classification setting the “bar” for junior supervisors, leads and technicians at Pacific Rim to follow. They consistently share their knowledge and are a positive role model to junior team members. They are viewed as likely promotion candidates should positions of interest open with the company.

**Position Classification Pay Ranges:**

	Annually		Hourly	
WMFS1	\$ 55,200	\$ 63,200	\$ 26.54	\$ 30.38
WMFS2	\$ 63,200	\$ 71,200	\$ 30.38	\$ 34.23

**Position Qualifications:**

*Required Qualifications*

- Supervisory experience in mitigation, restoration and/or reconstruction industries.
- Current WRT, ASD, EPA Lead Renovator, AHERA Certification.
- Extensive knowledge of ANSI/IICRC Standards for Professional Water Damage Restoration.
- Knowledge of and/or work experience with property insurance policies/claims.
- High School Diploma or GED
- Must have and maintain a valid driver’s license.
- Availability for afterhours / weekends when required

- Must have reliable transportation to get to either North (Lynnwood) or South (Tacoma) shop locations by 7am daily Monday – Friday.
- Ability to lift a minimum of 50lbs
- Must be reliable, dependable and drug free.
- Being customer and team oriented with the ability to adapt / respond to different types of characters.
- Excellent verbal and written communication skills.
- Experience working in fast paced team environment
- Analytical problem-solving skills and ability to adapt to varying situations.
- Ability to multi-task, work under pressure, meet deadlines and manage time effectively.
- Possess exceptional interpersonal communication and presentation skills.
- Very strong organizational and time management skills.
- Strong sense of urgency.
- Hard working TEAM player who can easily adapt to changing needs.
- Strong desire to learn and excel; willingness to apply knowledge to continuously improve business operations and customer service delivery.
- Have a clean, neat and professional appearance; a top performer who can instill pride of workmanship.

**Position Benefits:**

- This position qualifies for paid leave per the Pacific Rim CR LLC Employee Handbook.
- This position qualifies for 5-8 paid holidays per year per the Pacific Rim CR LLC Employee Handbook.
- Company issued laptop and/or tablet and other various equipment.
- Company issued phone and phone plan.
- Company car (originating and ending at office each day) or vehicle reimbursement.
- Company issued gas card for business related travel.

**Organization Chart:**

