



#### Position Information:

- **Position Classification:** Operations Manager (OM)
- **Position ID:** 044 **Version:** 1.0
- **Supervising Position Title:** General Manager (GM)
- **Reporting Position(s):** Water Mitigation Field Supervisor (WMFS), Fire Mitigation & Contents Field Supervisor (FM&CFS), Reconstruction Field Supervisor (RFS) and Operations Assistant (OpsA)
  
- **Position Type:** Full-Time, OT-Exempt
- **FTE:** 1.0
- **Payroll Type:** Salary
- **Payroll Rate:** \$63,200 - \$79,200 annual salary + potential bonus pay program
- **Shift Requirement:** 7:00am – 4:00pm, habitual evening/weekend on-call hours as required
- **Travel Requirement:** 50-70%

#### Position Summary:

The Operations Manager (OM) at Pacific Rim CR LLC oversees all the company's day to day service delivery and field operations for property losses or remodel requests of residential homes and/or light commercial facilities. This includes the direct supervision of all Field Supervisors and the Operations Assistants (OpsA). The OM routinely meets with the three Field Supervisors (Water Mitigation, Fire Mitigation & Contents, and Reconstruction) to review the status of open projects, discuss key risks and issues, provide leadership and coaching to develop supervisors and the teams they manage. The OM ensures that the GM is promptly made aware of all key risks and issues. The OM ensures that all company resources (people, equipment, and supplies) are properly stewarded and utilized to ensure safe, effective, efficient, and profitable services are delivered by all field teams.

#### Position Responsibilities:

- **20% Field Operations Management** (8 hours / week)
  - Attend and run daily 3pm, afternoon field operations scheduling meetings. Field Supervisors are expected to propose their team's next day schedule and escalate key risks or issues to the OM. The OM is to approve proposed schedules, provide guidance and drive to deliver the afternoon meeting outcome of an approved and confirmed 'next day' schedule in T-Sheets for all field teams.
  - Attend and run daily 7am, start of day field operations 'schedule update' meetings with Operations Assistant and Field Supervisors. Provide instructions to adjust schedules as needed for impacts from prior evening EMS jobs, customer cancellations, project escalations, etc.
  - Ensure that Field Supervisors are conducting daily start of shift reviews with their individual field teams to ensure clear objectives and priorities are understood by all team members, per the assigned job schedule, and prior to the dispatching of any field crews.
  - Run monthly field operations and project operations management sync sessions with the GM, Field Supervisors and Projects Managers to discuss key risks and issues, opportunities for improved collaboration between the teams, and to suggest best practices identified by the teams.
  
- **40% Service Delivery & Documentation** (16 hours / week)
  - General Responsibilities
    - Provide general oversight of all field team operations and customer onsite appointments.
    - Serve as senior point of escalation for all Field Supervisors and field teams.

- Address service delivery issues raised by Customers, Adjusters, Subcontractors, PRCR Project Managers or other stakeholders.
- Timely escalate and address concerns with Project Manager performance directly with the GM.
- When needed, attend onsite adjuster's meetings with (or in back-up for) Project Managers and Field Supervisors.

*Mitigation Services: Currently the majority of Mitigation services provided by Pacific Rim are provided by our own in-house teams managed by Field Supervisors.*

- Perform weekly project reviews with the WMFS to ensure the following: timely resolution of risks and issues, full completion of all mitigation / remediation scope, timely and complete submission of mitigation field updates and field paperwork to appropriate parties, and profitable delivery of all mitigation services.
- Routinely perform surprise drop-ins on the 7:30am department specific Field Operations Team Huddle meetings.
- Perform surprise inspections on at least one mitigation jobsite per week. Formerly document inspection results and send to the GM and appropriate Field Supervisor(s).
- Receive, review and approve / deny Field Supervisor requests to onboard new mitigation vendors (prior to vendor onboarding). Submit approved vendor onboarding packets to the Business Operations Manager (BOM).

*Content Services: Currently the majority of Content services provided by Pacific Rim are provided by our in-house teams managed by a Field Supervisor.*

- Perform weekly contents reviews with the FM&CFS to ensure the following: timely resolution of risks and issues, full completion of all packout, content cleaning or moveback scope, timely and complete submission of contents field updates and field paperwork to appropriate parties, and profitable delivery of all contents services.
- Ensure that the FM&CFS maintains a real-time, accurate inventory of all customer's stored content.
- Routinely perform surprise drop-ins on the 7:30am department specific Field Operations Team Huddle meetings.
- Perform surprise inspections on at least one contents jobsite per week.
- Receive, review and approve / deny Field Supervisor requests to onboard new content cleaning, storage or specialty mover vendors (prior to vendor onboarding). Submit approved vendor onboarding packets to the BOM.

*Abatement Services: Currently majority of Abatement services are subcontracted to specialized vendors. Pacific Rim continues to pursue training and certifications to deliver services by our in-house mitigation teams.*

- Research and identify abatement vendors, approve vendor onboarding and submit vendor onboarding packets to the BOM.
- Ensure that any in-house abatement services are supervised by a certified team member.
- Perform routine site visits to ensure the proper and complete delivery of abatement subcontracted or in-house abatement services.

*Reconstruction Services: Almost all Reconstruction services are currently subcontracted out to recurring general contractor partners and are not performed by in-house team members. The overall management (customer communication, financials and scope) are still ultimately the responsibility of Pacific Rim.*

- Perform weekly project reviews with the RFS to ensure the following: timely resolution of risks and issues, full completion of all reconstruction scope, timely and complete submission of reconstruction field updates and field paperwork to appropriate parties, and profitable delivery of all reconstruction services.
- Routinely perform surprise drop-ins on the 7:30am department specific Field Operations Team Huddle meetings.
- Perform surprise inspections on at least one reconstruction jobsite per week.
- Receive, review and approve / deny Field Supervisor requests to onboard new reconstruction vendors (prior to vendor onboarding). Submit approved vendor onboarding packets to the BOM.

- **20% Human Resources Management** (8 hours/week)
  - Supervise Employees: Direct supervision of all Operations Assistants and Field Supervisors (including all “supervisor” duties as outlined in the Pacific Rim CR LLC Employee Handbook).
  - Policies & Procedures: In alignment with company mission and values; develop, implement, and enforce field operations policies and procedures.
  - Staffing: Follow, and ensure Field Supervisor adherence to, company policies and procedures for the recruitment, onboarding and separation of all field operations employees. Collaborate with Field Supervisors to annually review field operation’s budget targets and propose annual staffing levels to the executive management team.
  - Training & Development: Collaborate with Field Supervisors to draft annual field operations employee training and development plans for each field employee, deny/approve field operations employee training requests, and maintain accurate records of field operations employee credentials, certifications and/or training records.
  - Performance Management: Ensure Field Supervisors are adequately trained and conduct timely 3 month, 6 month, and annual reviews of all field operations employees in accordance with Pacific Rim policies and procedures. Approve/Deny raise and/or promotion requests in within position classification and pay grids. Ensure that Field Supervisors are routinely providing both verbal and written positive feedback and corrective coaching to field operations employees. Present monthly reviews of the field operations performance to the GM and discuss opportunities for policy/procedure improvement, department performance improvement and/or individual employee performance improvement.
  - Employee Engagement: Collaborate with the GM in planning field operations, operations-wide and company-wide meetings and events. Annually chair at least one employee outreach event.
  - Safety Program: Develop and maintain the Pacific Rim CR LLC Field Operations Safety section of the company’s Employee Handbook. Ensure that all field operations team conduct and document monthly safety meetings. Ensure that Field Supervisors enforce all field operations employees adherence to all safety policies and procedures (whether at a jobsite, while traveling or at a Pacific Rim facility), including COVID-19 compliance and proper PPE usage. Run quarterly Safety Meetings for all field operations teams.
  - Employee Uniforms: Manage the inventory of all field operations assigned uniforms. Timely submit uniform order requests to ensure that uniforms are always available to employees. Ensure field team employees always adhere to company dress codes.
  
- **15% Equipment, Facilities & Supplies Management** (6 hours/week)
  - Fleet Management: Keep an accurate record of current vehicle assignments per department. Assist the executive team in forecasting for the replacement of vehicles in the fleet, in researching replacement options and planning for annual vehicle expenses. Manage a vehicle maintenance plan for all field operations vehicles. Ensure that emergency vehicle repairs are completed timely. Ensure that Field Supervisors are keeping up to date records of vehicle assignments, properly stewarding and maintaining vehicles, keeping vehicles neat and tidy at all times and that any vehicle issues are reported timely to the OM for quick resolution. Ensure all field operations employees are adhering to the Driving Safety section of the company’s Employee Handbook. Avoid theft related losses by ensuring all field operations employees strictly adhere to Pacific Rim practices regarding locks, parking, security codes, keys, alarms, trailer hitches, emptying trucks, etc. Ensure Field Supervisors are performing and submitting monthly vehicle inspection reports of every vehicle assigned to their fleet.
  - Equipment Management: Ensure that Field Supervisors are managing team “readiness” by making sure that all trucks are always fully equipped and prepared for all various job type scenarios. Keep an accurate record of current equipment assignments per department. Perform routine research to ensure Pacific Rim is staying on the cutting edge of equipment for the mitigation and restoration industries. Provide equipment purchase suggestions to the OM. Assist the executive team in forecasting for the replacement of equipment, in researching replacement options and planning for annual equipment maintenance/supply expenses. Manage an equipment maintenance plan for all field operations equipment. Ensure that emergency equipment repairs of critical equipment items are completed timely. Ensure that Field Supervisors are keeping up to date records of personal equipment assignments, a real-time equipment inventory, properly stewarding and

maintaining equipment, properly cleaning and decontaminating equipment after each use, timely reporting any equipment issues to the OM for quick resolution and that all equipment is properly stewarded to maximize profits and minimize costs. Ensure Field Supervisors are performing and submitting monthly equipment inventory audits and inspection reports of every equipment assigned to their department to ensure that accurate records are maintained of exact equipment locations and to identify poor / non-functioning equipment. Ensure that Field Supervisors have adequately trained their field operations employees in proper use of company equipment, adhering to Pacific Rim safety measures, and wearing appropriate PPE when operating machinery.

- Facilities Management: Ensure that Field Supervisors are aware of their responsibility to manage and maintain company owned / leased workspaces. Ensure the supervisor of each location maintains a facility cleaning checklist and rotation schedule for assigning field operations employees rotating responsibility of cleaning spaces to ensure that all company facilities are kept clean, organized and hazard free. Establish security protocols for each field operations facility and maintain accurate key/access code records as required by Pacific Rim policies and procedures. Ensure that Field Supervisors perform monthly facility inspections of their assigned workspaces to ensure that any workplace hazards or issues are reported and addressed promptly.
  - Supplies Management: Collaborate with Field Supervisors and review annual targets to propose the annual supplies budget per department. Ensure that Field Supervisors maintain an up to date ordering / supply inventory checklist that includes supply item descriptions, supplier name, warehouse minimum stock levels and truck minimum stock levels. Ensure that Field Supervisors are weekly completing supply inventory checks of warehouse and truck stock levels and submitting supply order requests to the Operations Assistant (OpsA) for ordering. Ensure that Field Supervisors make field team members available to receive and promptly put away supply orders. Ensure that Field Supervisors are confirming that full orders were received and provide packing slips to the OpsA. Perform routine research to ensure Pacific Rim is staying on the cutting edge of supplies needed for the mitigation and restoration industries to maximize billings, maximize service delivery for customers, ensure employee safety and minimize costs.
- **5% Other Duties as Assigned** (2 hours / week)
    - Attend Pacific Rim CR LLC company meetings and events.
    - Run monthly 1:1 Meetings with each Field Operations Supervisor and Operations Assistant.
    - Present month end close results for each field department to the GM and executive team.
    - Other duties as assigned by supervisor and/or company oversight.

In addition to these responsibilities conducted during standard business hours, our Mitigation Teams may be asked to attend to Emergency calls from customers afterhours or on weekends. The Operations Manager, Field Supervisors and Project Managers are assigned to an on-call rotation to serve as the defacto "EMS Supervisor" and answers customer emergency incoming calls. The EMS Supervisor assesses the urgency of the loss and need for onsite oversight. Based on the EMS Supervisor's judgment he/she will either schedule for the next available 1.) standard business hours appointment, 2.) schedule himself/herself to do an emergency onsite SOW appointment (and then potentially dispatch an emergency on call Mitigation crew) or 3.) may directly dispatch an emergency crew (and follow-up with customer and/or crew remotely). During his/her on-call rotation, the EMS Supervisor serves as a remote supervisor while Emergency crews are dispatched to ensure proper approvals and protocols have been followed, most importantly the proper identification of a Cash vs. Insurance job and authorized signatures to proceed.

- **Emergency / After Hours Assignments**
  - During assigned on-call shift be responsive, answering all phone calls.
  - 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.
  - For every emergency call out visit create a post on the Mitigation Emergency Job Requests channel.
  - Ensure, for every emergency call out visit that the responding Field Team crew creates a post on the Mitigation Emergency Job Requests channel.

- Delegate junior level support tasks to Leads/Technicians as needed to complete emergency call out.

**Position Classification:**

The Operations Manager (OM) position at Pacific Rim CR LLC is considered to be a senior management position and part of the executive management team. At either position Level 1 or 2, the OM is expected to ensure accurate, timely, complete and professional delivery of services to customers. An assignment to Level 2, is expected to produce either a greater quality or quantity of work that is realized from increasingly higher levels of expertise, demonstrated aptitude of the mitigation / restoration industry and superior organization and leadership skills. A Level 2 OM has proven their expertise, professionalism, and capability of stepping in for the GM when asked and on occasion is asked to serve as the senior point of contact, representing Pacific Rim to outside stakeholders.

- **Level 1:** A Level 1 OM 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 restoration industry requirements / processes and the ability to teach / train those principles to others. They are seen as a reliable supervisor who can step in to back up senior members of the team at a moment’s 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 multiple teams.
- **Level 2:** A Level 2 OM 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 at Pacific Rim to follow. They consistently share their knowledge and are a positive role model to junior team members. They are viewed as the likely promotion candidate should the General Manager (GM) position become vacant within the company.

**Position Classification Pay Ranges:**

	Annually		Hourly	
OM1	\$63,200	\$71,200	\$ 30.38	\$ 34.23
OM2	\$71,200	\$79,200	\$ 34.23	\$ 38.08

**Position Qualifications:**

*Required Qualifications*

- 5+ years’ experience in mitigation, restoration and/or construction industries, in a supervisory role.
- Service delivery experience with direct ownership in managing a team / teams to produce specified outcomes.
- Knowledge of and/or work experience with property insurance policies/claims.
- Extensive knowledge of ANSI/IICRC Standards for Professional Water Damage Restoration.
- Current WRT, ASD, EPA Lead Renovator, AHERA Certifications.
- High School Diploma or GED
- Must have and maintain a valid driver’s license as driving for business is required (approximately 50-70% of working hours)
- Availability for afterhours / weekends when required
- Must have reliable transportation to get to Lynnwood by 7:30am daily Monday – Friday.
- Competent and proficient understanding of common systems and tools (mobile technology, Microsoft Office Suite or equivalent).
- Must be reliable, dependable and drug free.
- Being customer and team oriented with the ability to adapt / respond to different types of characters.
- Relationship building/maintenance skills.
- 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.

*Preferred Qualifications*

- Prior experience as an Operations Manager for a restoration company in the Pacific Northwest.
- Experience drafting and editing estimates in Xactimate.
- PMP Certification.
- Associate's or bachelor's degree in construction technology, construction science, construction management, project management or business management.

**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 phone and phone plan.
- Company issued laptop or tablet and other various equipment.
- Company car (originating and ending at office each day) or vehicle reimbursement.
- Company issued gas card for business related travel.

**Organization Chart:**

