



JOB DESCRIPTION

POSITION:	Production Manager	SUPERVISOR:	President
FLSA STATUS:	Salary, Exempt		

The purpose of this job description is to provide a guide by which you and the management of Upscale Remodeling Corporation may measure your progress and ability to meet our commitments. That includes conducting yourself consistent with our core values, which are integrity, honesty, fairness, and professionalism; and supporting our mission, which is to design and build projects of the highest quality, provide our customers with an enjoyable, stress-free, attention-to-every-detail remodeling experience, and do so with a sense of friendliness, fairness, and pride.

The following should be considered an outline of your responsibilities and duties as an employee of Upscale Remodeling Corporation, not a detailed description of how all tasks should be completed.

POSITION SUMMARY

The Production Manager is responsible for the overall direction, planning and coordination, quality, timely completion, and profitability of our remodeling projects, and directly supervises all production department staff. He or she works closely with the Designer and Project Consultant during the design and development of a project to help ensure proper design, clear scope and specifications, accurate pricing, and overall feasibility of our projects before they are sold.

The Production Manager typically oversees the completion of 3-5 projects at a time through a team of carpenters, helpers, and independent trade partners to ensure our projects are completed on time, on budget, and to the highest degree of quality. The Production Manager works closely with this team, and our clients throughout the construction process, to ensure our clients are kept informed, and ultimately become life-long, raving fans.

ESSENTIAL FUNCTIONS

GENERAL:

- Supervise, direct, and manage all production team members to maximize effectiveness, efficiency, and safety – ensuring our projects are completed on time, within budget, to our quality level, and with a happy customer.
- Assist with the hiring process - evaluate and make recommendations for advancement and termination of team members.
- Make hiring and termination decisions regarding Carpenters, Helpers, and Apprentices.
- Make hiring and termination recommendations to President regarding Lead Carpenters.
- Handle ongoing personnel matters related to production staff.
- Conduct annual and bi-annual performance reviews for production staff, and 30/60/90-day evaluations for new production employees.
- Maintain high company morale throughout the production department.
- Mentor, coach, and provide feedback on all areas of the production process including all field production, design, estimation, and project management areas. Address issues, answer questions, and coach employees with clear, concise feedback when issues arise.
- Oversee Production Team Rocks and EOS-implemented company strategies as directed.
- Act as company safety officer – teach and ensure safety guidelines are followed.
- Maintain an adequate pool of qualified Trade Partners.
- Conduct regular production meetings.
- Maintain a reasonable inventory of regularly used shop supplies and miscellaneous materials.
- Supervise the maintenance, use, and storage of company-owned tools and equipment and vehicles.

- Provide data and status reports on projects to the President at regularly scheduled meetings – typically weekly or bi-weekly.
- Maintain a clean, neat, and professional appearance each workday.
- Conduct yourself in a professional, positive, and courteous manner at all times.
- Competently operate our project management software, and MS Office software (Word, Excel, Outlook, etc.)
- Continually look for inefficiencies and find ways to improve them.
- Troubleshoot and solve production related issues as they arise.
- Ensure everyone on the production team is doing their job and doing it well – consistent with our Mission, Vision, and Core values.
- Be a student of success – strive for improvement:
 1. Take part in educational opportunities.
 2. Study and implement new methods and techniques.
 3. Increase personal achievements year to year.
- Provide superior customer service for clients and ensure other team members do the same.
- Actively participate in company events, including company meetings, trainings, and social events.
- Establish and maintain a good working relationship with other team members, vendors, and trade partners.
- Keep up to date on latest industry trends and developments.
- Ensure you and your team are adhering to all company policies and procedures.
- Handle emergency calls and issues that arise outside of normal business hours.
- Other duties as assigned.

PRE-CONTRACT:

- Determine the best Lead Carpenter and Trade Partners for each project.
- Participate in site walk-through meetings with Trade Partners and other team members to confirm measurements, scope, estimated costs, and other important details.
- Provide input regarding budget, time requirements, scope of work, personnel qualifications, quality of design, adequacy of plans and drawings, and specified materials.
- Assist at times with estimating.

PRE-CONSTRUCTION:

- Work with building departments/inspectors to clarify requirements, obtain building permits, and ensure all necessary inspections take place.
- Create initial production schedule for each project - Ensure schedules are realistic, yet aggressive.
- Review and thoroughly understand all aspects of the project details; including scope, job site conditions, client responsibilities and expectations, and effectively communicate these details to the Lead Carpenter and other team members involved.
- Provide Lead Carpenter with all necessary information and special-order materials to start job. This information includes a schedule, scope of work, budget, drawings, and special material lists.
- Review and approve Trade Partner quotes.
- Line up Trade Partners to allow Lead Carpenter to hit the ground running.
- Oversee material procurement so materials arrive by the time needed.
- Conduct pass-the-baton meeting with Lead Carpenter and our Clients.

PRODUCTION:

- Visit each job site 1-2 times per week to review progress; anticipate complications; monitor safety, security, job-site appearance; gauge client's satisfaction; and complete Weekly Job-Site checklist.
- Keep a close eye on all workmanship to make sure it's being done correctly, according to the plans and specifications, meets code, and our quality standards.
- Ensure daily logs are completed by the Lead Carpenter for each project.

- Conduct pre-close-in walkthrough meeting with the Lead Carpenter and client to document framing, plumbing, HVAC, and electrical rough-in work and make sure all work is correct, and correctly located.
- Ensure projects are locked up and secured each day.
- Monitor and manage job costs to meet or beat estimated costs.
- Monitor and manage individual project schedules - Ensure schedules are realistic yet aggressive and make efficient use of each team member and trade partner's time.
- Monitor weather conditions and forecasts daily and schedule team members accordingly to maximize efficiency and keep them working.
- Ensure each jobsite is kept neat and orderly, and dust control and surface protection is in place as needed.
- Inform Finance Manager about job progress for invoicing and assist as needed to collect progress payments.
- Create change/additional work orders as they arise, with appropriate paper trail. Ensure they are priced fairly and accurately.
- Act as a resource for Lead Carpenters and other production team members by following through on questions, pursuing needed information, troubleshooting, and helping to solve production related issues.
- Monitor invoice and time-clock cost-coding for accuracy. Review and approve weekly time from production team. Monitor subcontractor contract compliance and approve invoices.
- As jobs near completion, ensure company close-out procedures are followed. Follow up on any open or incomplete items.
- Ensure that each job receives all required inspections and Certificate of Occupancy.
- Arrange for the return of any unused materials. Notify the Finance Manager of any expected credits.

CUSTOMER COMMUNICATION:

- Conduct a weekly meeting with each customer during construction to solicit feedback about crew members, assess customer satisfaction level, and to head off any potential issues before they happen.
- Provide any information requested by the client within 24-hours of the request.
- Conduct "Mid-Job Huddle" meeting with Lead Carpenter and Client(s).
- Follow up with all client concerns and questions and ensure others do as well.

POST-PRODUCTION:

- Ensure our "End-of-Project" procedures are followed and all checklists are completed.
- Prepare job cost summaries and reports on overall job performance – conduct "end-of-project-reviews" with the Lead Carpenter and other team members involved with each project. Provide feedback to help us improve performance on future projects – "constant and never-ending improvement."
- Oversee all warranty/service work. See that it gets scheduled and taken care of in a timely manner, and to the client's satisfaction.

Qualifications

- High School Diploma. Additional schooling within the construction field, and a bachelor's degree is highly desired.
- At least (10) years of experience in the production of residential remodeling projects with extensive knowledge in all phases of construction procedures, including but not limited to; a good understanding of building codes, foundation layout, framing, exterior siding/trim, cabinetry, interior trim, and finishes, etc.
- Project management experience and proven aptitude for managing, motivating, and working with a team of people including direct reports and independent trade contractors.
- Ability to listen, interact and communicate well with clients, team members, vendors, and trade partners.
- Ability to effectively use analytical and observation skills to accurately estimate and schedule projects.
- Highly motivated, self-starter, detail oriented, highly organized, with a positive, 'can-do' attitude.
- Ability to understand construction drawings, and to read and write scopes of work, specifications, contracts, drawing notes, and business correspondence.

- Ability and willingness to use, learn and embrace new technology, apps, and software as they relate to your work and this industry (i.e., Smartphones, computers, iPads, tablets and all related apps and software).
- Strong Computer skills including, but not limited to: MS Office Suite, MS Word, Excel, and the Internet.
- Ability to effectively coach and mentor production staff to continually improve capabilities.
- Ability to multi-task and establish priorities.
- Strong time-management skills with the ability to maintain organization in a changing environment, especially as it related to information.
- Must be an excellent judge of quality and able establish, maintain, and review production standards ongoingly.
- Strong sense of urgency and able to work within deadlines.
- Strong ability and desire to follow through.
- Ability to read, analyze and interpret business periodicals, professional journals, or technical procedures.
- Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems.
- Proven track record working with all levels of the organization as well as with clients.
- Maintain a valid driver's license and state required auto insurance.

ANNUAL REVIEW AND PERFORMANCE EVALUATION CRITERIA

- Ability to assist in pre-production project development – design phase.
- Ability to produce projects on budget, on schedule, and at or above our expected level of quality.
- Ability to maintain excellent client relationships and high satisfaction level – “Raving Fans.”
- Ability to build and maintain a skilled, productive, and motivated production team with high morale.
- Thoroughness, accuracy, and timeliness of all required paperwork.
- Proactive in improving our production efficiencies and capabilities.
- Amount of revenue and gross profit generated compared to company goal.

PHYSICAL REQUIREMENTS

- Ability to work in a constant state of alertness and safe manner.
- Frequent standing, walking, reaching, climbing, and sitting.
- Must be able to stoop, kneel, crouch and crawl.
- Frequent lifting and carrying up to 60 pounds.
- Occasional lifting and carrying up to 80 pounds.
- Ability to climb ladders and walk on roofs up to 30 feet off the ground.
- Must be able to work at a computer and/or desk for long periods of time.
- Must be able to use a computer and see color.
- Ability to travel around to job sites as needed, and mentor team members at times from a hands-on perspective.

Employees of Upscale Remodeling Corporation are expected to maintain a professional image and attitude consistent with company Vision, Mission, Core-Values and objectives. Employment with Upscale Remodeling Corporation will be in accordance with our "At-Will" policy. This means that just as you may leave your position with the Company at any time, the Company may terminate your employment at any time.

This job description should not be considered all-inclusive. The employee understands that the job description is neither complete nor permanent and that it may be modified at any time. This job description does not create a contract of employment it is simply an outline of expected duties for the position.

I acknowledge receipt of this job description.

Applicant/Employee Signature

Date

Applicant/Employee Name (Printed)