

Field Superintendent Job Description

Reports to Operations Manager

Self-Managed; Minimal supervision from Operations Manager

Founded in 1948, Garland Insulating, LTD is family owned and operated and offers residential and commercial services, specializing in all types of insulation including fiber glass insulation, cellulose insulation and foam insulation. We also provide other services to help reduce heating and cooling costs including Tyvek House wrap, Radiant Barriers, Attic Tents, and more.

Major Responsibility

Creating customer good will by developing a working relationship with all insulation installers, the production and sales teams while assisting the installers with quality and customer service; calling on customers to ensure their production needs are being met per company specifications; supervising the work activities of all crews including review of their work and ensures the work is within company standards.

Daily Work Flow

Review job tickets with crew/installer each morning to answer questions and dispatch crews in a timely manner. Reconcile crews' installs from previous day. Route your day according to the operations manager's instructions, any repairs needing to be done, jobs to check and customer service calls to make. Monitor field activity closely and communicate any changes to the production office as needed. Work closely with the production office throughout the day. Inform the production office ASAP if you know a crew will not make a job. Be sure the production office or field superintendent will notify the builder if a job will not be completed on the day it is scheduled. Inform the production office by 3PM or sooner if a job will not be completed and will have to carry over to the next day.

Primary job duties and responsibilities

Training of crews

Supervision of crews

Monitor safety practices of crews/installers; proper use of equipment, scaffold, ladder, PPE

Monitor blow machine operations (proper speed/settings)

Quality control (meeting inspection / energy code needs)

Ensuring jobs are completed on a timely and quality basis

Inventory control (watching over claims / no waste material)

Customer Service

Assist installers in having the proper tools to complete each job; scaffold, ladders, wall scrubbers, etc.

Recruiting new installers

Check jobs and crews daily / visit each crew a minimum of 2 times per week / problem crews and new crews visit daily

Other job duties

Ensure crews complete pre/post trip vehicle report daily
Ensure all crews understand to work with warehouse staff to balance trucks at the end of each work day
Work with mechanic to be sure all trucks are available for your production needs
Work with warehouse manager to be sure material is in stock to meet production needs
Meet with customers/builders to answer questions
Minor repair work
Ability to read and do takeoffs; will train
Meet builders on site to develop healthy working relationships

Knowledge/Skills/Abilities needed

Good time management skills
Effective communication skills with office, sales team, customers and installers
Must have a working knowledge of the proper use of all equipment
Experienced installer
Must be able to prioritize to meet scheduling demands
Must be organized and direct
Must be able to work a smart phone / light computer skills
Ability to operate a forklift
Must communicate effectively in Spanish and English

The above statements are intended to describe the general nature and level of work being performed and are not an exhaustive list of all duties and responsibilities. Duties and responsibilities may change to meet the needs of Garland Insulating and its customer base.