

JOB description

Job Title: Lead Architectural Walls Installer
Department: Field Services Operations
Reports To: Field Services Manager
FLSA Status: Non-exempt

Position Summary:

This position is responsible for the installation of architectural (demountable) walls and related products. As a member of the Operations team, this position delivers excellent service to customers and is a positive team player.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Lead Installation Technician Specific Responsibilities:

- Attend pre-install meetings
- Review project with installation techs, define scope of work and plan for completing project.
- Provide direction and support for installation team
- Provide training and coaching to installation techs
- Interface with contractors as it relates to the furniture, electricians, low voltage, movers
- Properly and safely assemble architectural walls per plan
- Provide pictures and job progress reports during and after job completion, send to installation manager.
- Do walk thru with customer at the completion of the project
- Complete Post installation check list
- Operate in an organized and safe manner
- Stay on pace, think ahead as you do your work, be efficient and productive, eliminate wasted time
- Respect customer's surroundings, act professionally, always be aware that you are working in their space.
- Accurately complete timecard, including hours worked by day and job #
- Maintain tools and equipment, use the correct tool for the job
- Operate safely, be aware of hazardous conditions, report all unsafe conditions to manager, wear personal protective equipment when operating power tools or working with chemicals
- Communicate with customers to inform, build trust and confidence, resolve issues, and enhance their overall experience
- Assist with other projects as needed

2. Serve as a Steward of iSpace Core Values and Brand

- We are **EXPERTS**: We provide well thought out solutions to support our client's business needs.
- We are **RESOURCEFUL**: We will find ways to get it done and make it look easy.
- We **VALUE** all **PARTNERSHIPS**: Our partners are not viewed as transactions, but friends. We support each other and celebrate in each other's successes.
- We believe in **TEAMWORK**: All of us together are better than each of us alone.
- We have **FUN**: Having fun is part of our work experience. We bring our culture to life by enjoying ourselves and each other.
- We Are **OWNERS**: We are 100% employee owned. We think and act like owners, making every decision count for our collective success.

3. Other duties as needed to meet business needs.

Competencies: To perform the job successfully, an individual should demonstrate the following.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Inspires respect and trust; Accepts feedback from others; Provides vision and inspiration to peers and subordinates; Gives appropriate recognition to others; Displays passion and optimism; Mobilizes others to fulfill the vision.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Recognizes accomplishments of other team members.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

High School Diploma with five years of carpentry or architectural wall installations experience, and field service experience in the commercial furniture industry or related field. Basic carpentry/framing skills a must. Glazing experience a plus.

Computer Skills:

Proficient in Microsoft Office Suite.

Other Skills and Requirements:

- Able to coach, mentor, and direct others; demonstrated skills in managing people and projects
- Strong mechanical abilities; proficient at working with power tools, equipment, and assembly of components
- Communicates effectively with management, employees, vendors, and customers
- Excellent service and teamwork skills; shows respect when dealing with customers and team members
- Looks for ways to consistently improve processes, procedure, efficiency, and quality
- Strong attention to detail; able to complete work both accurately and efficiently
- Applies sound judgment and creative problem-solving skills to resolve work issues
- Results-oriented with proven ability to organize, plan, and prioritize work to meet deadlines
- Strong work ethic with an unwavering commitment to quality, service, and professional results

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
The noise level is usually moderate. Possible exposure to cleaning chemicals.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk and stoop. The employee must regularly lift up to 100 pounds. Specific vision abilities required by this job include Close vision, Distance vision, Depth perception and Ability to adjust focus. This position is primarily conducted indoors.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

ACKNOWLEDGED: Employee Signature

Date

PRINT: Employee Name

ACKNOWLEDGED: Supervisor/Manager Signature

Date

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