



Job Description –Production Manager Residential

Division:	Commercial/Residential	Number of Employees Supervised:	10-20
Location:	Main/Nursery	Salary Range:	8-10
Reports to:	Division Manager	E-Classification:	E5E

Purpose and Description

Position is responsible for managing all field operations within the division. Coordinates the procurement and scheduled use of resources, including labor, equipment and materials to ensure maximum use and completion of work within budget, safety guidelines and quality standards. Promotes the growth and development of field staff and assists them in carrying out their responsibilities as needed. Coordinates use of resources within other divisions and lends support to operational activities for the entire Company. Works in conjunction with other staff to produce customers billings, job record and division report for job costing.

Responsibilities/Activities

1. Manage project budgets and knows where each project is at all times. Immediately reports to Division Manager any jobs deviating from budgets of time, schedule, cost or any other factor so appropriate adjustments can be made to maximize end result.
2. Manages and schedules labor, equipment and material to accomplish production schedules within established budgets. Maintains strict adherence to established schedules and budgets.
3. Provide most recent plans and/or documents to field staff at the beginning of the day and provide instruction to ensure foreman and crew are prepared to complete the job
4. Ensures all work is completed in adherence to safety policies and guidelines. Conducts weekly safety training and safety inspections on job-sites.
5. Manage change order process and follow up with relevant parties. Prepares change orders and proposed change order documentation acceptance and legal signatory execution, maintain change order log, timely billing and collection. Eliminate any possible dispute over change order administration.
6. Investigates any accident or safety violation, prepares appropriate reports, takes action steps to correct and prevent future occurrences. Defines and implements solutions to reoccurring accidents or most common hazards.
7. Update plans to include any as-built notations, and return to Project Manager.
8. Order materials needed for each project and oversee hard good inventory.
9. Supervise employees, keeping attendance records, enforcing proper uniform and safety equipment use, and approving time cards.

10. Overall human resource management of field staff within division. Includes hiring, firing, training, coaching, mentoring and developing staff to reach potential and established goals for the individual and division. Identify and develop Crew Leaders.
11. Maintains sufficient staff to accomplish production schedules and analyzes future needs, forecasting staff and material needs to complete future jobs.
12. Conducts timely performance reviews of direct reports and take corrective actions when appropriate.
13. Coordinate the use of labor, equipment, materials and other resources with other divisions as needed.
14. Obtain utility locates 48 hours prior to beginning a job. Update as needed.
15. Visit job sites on a regular basis, observing organization of work, identifying and resolving training issues, and taking necessary actions to correct problems, improve quality and ensure customer satisfaction.
16. Respond to customer complaints ensuring proper handling to achieve excellent customer satisfaction.
17. Expedite plant material orders with Wholesale Division, verifying inventory and arranging substitutions if necessary.
18. Maintain day-to-day working knowledge of all contracts in progress, including field completion status, billings to-date and progress payments.
19. Maintains costs within all assigned budgets.
20. Makes recommendation regarding qualifying or disqualifying warranty work. Coordinates completion of warranty work per contract and/or instructions on Division Manager.
21. Maintain a high level of good housekeeping and care of company assets in the field, vehicles, shop, field offices and customer work-sites.
22. Stay aware of Best Practices. Develop and recommend improved work methods and standards.

Key Performance Metrics

1. Revenue growth
2. Profitability
3. Employee retention
4. Retention of contracts
5. Performance to budget
6. Safety record

Pivotal Duties

1. To coordinate and manage all field production activities, ensuring quality standards are maintained.
2. To have complete understanding of all contractual obligations and execute to meet such obligations.
3. To meet or exceed operating budgets.
4. To maximum use of field and other personnel, equipment, materials and supplies. Eliminate waste.

5. To coordinate between divisions to maximize and leverage company-wide personnel, equipment and other resources.
6. To maintain a safe working environment and enforce all safety standards, protocols, and regulations. Permit NO accidents.
7. To hire, fire, train, develop and discipline high performing work teams; grows, nurtures and develops personnel to reach goals benefiting both Company growth and individual growth of work team members.
8. To support and participate in the development, implementation and refinement of departmental best practices in all areas of field operations and safety. To keep abreast of new methods that might be applicable to the Company; constantly pursues new ideas, which could be implemented.
9. To proactively identify potential problems within production and find resolution to minimize damage/risk or possibly create unforeseen opportunity for gain.
10. To support sales and marketing initiatives with solid production knowledge or service. Identify opportunities for enhancements or upgrade.
11. Manage and track to minimize warranty work.
12. To manage personal effectiveness (competency, trust, communication, etc.) to maximize sales opportunities and development of customer relationships.
13. To provide and maintain excellent customer service. Maintain customers.
14. Ensure all field reporting and records are completed accurately flow effectively between field and office.

Success Behaviors

1. Ability to lead and inspire others
2. Ability to build effective work teams
3. Self-starter and demonstrates initiative
4. Results and action oriented
5. Sales and growth oriented
6. Good organizational skills and time management skills
7. Effective written and verbal communication skills
8. Profit driven – seeks ways to cut costs and improve efficiency
9. Effective problem solving skills, ability to handle adversity
10. Performs and demands excellent quality in work
11. Service and teamwork oriented
12. Customer centered and focused
13. Focus on learning and self-development
14. Technically competent and skilled

Minimum Qualifications & Educational Requirements

1. Bachelors Degree
2. 3 years experience in project management or related area.
3. Mechanical aptitude

Extraordinary Work Conditions

1. Must maintain regular and reliable attendance at a level acceptable to the company, including the ability to work overtime, holidays, evenings or weekends as necessary.
2. Must be able to spend a significant amount of time outdoors on job sites.
3. Position requires working long hours, which may include evenings and/or weekends.

Equipment/Machinery Used:

1. Computers
2. General office equipment
3. Two-way radio, cellular phones
4. Other equipment as needed