

Restoration Crew Chief

Business Unit	ESBU	Reports To	Production Manager
Required Edu & Certs	Woodard Crew Chief Training	Required Experience	3+ years with hand tools 3+ years industry experience, preferred
Status	Non-Exempt	Future Orientation	1-5 days
Job Family	Production/Admin	Pay Band	1
Safety Sensitive	Yes	Assigned Assessments:	Pre-Hire Risk

The Woodard Way: We provide Legendary Service to help people get back to their lives while exemplifying our Core Values in an environment that fosters safety, care, high expectations, and top-notch performance.

Core Purpose: Restoration Crew Chiefs manage all production aspects of assigned Emergency Services jobs; take charge and run jobs efficiently with minimal guidance from a Project Manager, while adhering to Woodard’s standards for safety, quality, and profitability; coach crew members, and ensure team is equipped, trained, and focused on establishing satisfied, repeat customers.

Role Persona/Profile:

- Flexible
- Compassionate
- Enjoys physical labor
- Humility
- Not easily discouraged
- Organized planner
- Detail focused
- Sense of humor

Core Abilities:

- Safety – minimize all safety risks before completing tasks
- Expertise – possesses thorough knowledge of industry and company job site processes
- Customer Service – relate to and build rapport with customers, understand their needs, and resolve their concerns; communicate clearly; listen carefully with empathy
- Mentoring - lead and train new technicians and crew chiefs through hands on and verbal training; assist them with continuous improvement of their capabilities
- Professionalism – approach others in a tactful manner; react well under pressure; treat others with respect and consideration regardless of their status, position, or situation

Core Duties

- Participate in and lead morning department “Stand Up” meetings; share technical and safety knowledge and job specific information
- Assume responsibility for internal and external communications on assigned jobs
- Lead, direct, and coach a versatile crew toward an efficient, effective, safe, profitable, quality outcome
- Ensure trucks, equipment, job sites, and crews are 100% prepared to serve customers at all times

Do What’s Right. Serve Others. Learn Every Day.

- Drive to and from worksites safely in a Woodard vehicle
- Load, unload, and move equipment and contents
- Follow scope of work provided by the Project or Production Manager
- Competently and consistently utilize company technology (DASH, MICA, Matterport, Teams, etc.)
- Perform water extraction, demolition, contents pack out, structure clean, and other tasks as needed
- Set up and monitor fans, dehumidifiers, ozone, and other equipment as needed
- Deconstruct and remove affected structure, utilizing hand and power tools
- Remediate mold according to industry standards while following safety protocols
- Wear personal protective equipment and ensure crew members do the same
- Enter job data in technology systems as required by the job
- Proactively contribute to process improvements
- Give and receive daily feedback with team members
- Maintain company equipment and tools
- Respond during on-call rotation and emergency rushes

Position Pre-Requisites:

- Authorization to work in U.S.
- Current, valid Driver's License
- Ability to obtain and maintain Class E Driver's License
- Ability to pass background check
- Ability to pass a drug screen, including marijuana

Work Environment / Physical Requirements

- Frequently required to walk, climb, balance, twist, reach, stoop, kneel, crouch, and crawl
- Frequently required to engage in repetitive hand, arm, and leg motions
- Regularly exposed to wet, humid, hot, or cold conditions, moderate noise in the work environment, and fumes or airborne particles
- Regularly required to twist, reach, work with hands overhead for extended periods, and lift and/or move 50 pounds
- Occasionally required to wear full and half face respirators, eye protection, gloves, Tyvek® and other PPE
- Occasionally required to perform tasks at elevated heights or work near moving mechanical parts,
- Occasionally required to perform a two-person lift of more than 100 pounds
- Occasionally exposed to sewage, fecal matter, mold, or risk of electrical shock