

## Restoration Technician

<b>Business Unit</b>	ESBU	<b>Reports To</b>	Supervisor
<b>Required Edu &amp; Certs</b>	N/A	<b>Required Experience</b>	1+ years with hand tools 1+ year industry, preferred
<b>Status</b>	Non-Exempt	<b>Future Orientation</b>	1-5 days
<b>Job Family</b>	Production/Admin	<b>Pay Band</b>	1
<b>Safety Sensitive</b>	Yes	<b>Assigned Assessments:</b>	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:** The Restoration Technician will assist a Restoration Crew Chief in providing water and fire mitigation and clean-up, or mold remediation services to restore homes and businesses to their pre-loss condition. The Restoration Technician maintains the highest level of safety, quality, customer satisfaction, efficiency, and preparedness.

### Role Persona/Profile:

- Dependable
- On time
- Flexible
- Enjoys physical labor
- Not afraid to ask questions
- Takes pride in their work

### Core Abilities:

- Safety – minimize all safety risks before completing tasks
- 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 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 morning department “Stand Up” meetings; share technical and safety knowledge and job specific information
- Ensure trucks, equipment, job sites, and you are 100% prepared to best serve customers at all times
- Drive to and from worksites safely in a Woodard vehicle
- Load, unload, and move equipment and contents
- Follow scope of work provided by your Crew Chief and Project or Production Manager

- Competently and consistently utilize company technology (DASH, MICA, Matterport, Teams, etc.)
- Perform water extraction, contents pack out, structure clean, demolition, 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 other team members do the same
- Enter job data in technology systems as required by the job
- Focus on tasks with or without direct supervision
- 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, 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