



Crew Leader Job Description

Overview & Purpose

To clearly outline the responsibilities and expectations associated with the Crew Leader position at WindowWorks Property Services

Introduction

The Crew Leader position is a key role at **WindowWorks Property Services** are the “tip of the spear” when it comes to serving our customers. Your quality of service, friendly demeanor, attention to detail and professionalism go a long way in making **WindowWorks Property Services** a memorable company in the eyes of our clients.

The Crew Leader represents the future leadership of **WindowWorks Property Services** Department. Crew Leaders who show a willingness to learn new things and effectively put them into practice have an excellent opportunity to pursue a greater role with **WindowWorks Property Services**

Customer Relations

- Ensure that the customer is extremely pleased with the experience.
- Initiate excellent communication with the customer before, during and after the service appointment.
- Ensure that all Field Technicians behave in a way that increases the customer’s confidence and comfort level.
- The Crew Leader is responsible for ongoing field training of Field Technician under his/her care:
 - Training in over-the-top customer service.
 - Training in efficient field operations.
 - Training in personal accountability and a team-first approach to everything we do.

Operations

- Ensure that any lost or left-behind equipment is accounted for, reported to management, and retrieved in a timely manner where possible.
- Ensure that all **WindowWorks Property Services**

- standard operating procedures are followed to the letter
- Work with the Operations Manager to complete the Vehicle Loadout Checklist and the Vehicle Appearance Checklist as scheduled.
- Communicate with the Office Manager regarding schedule and job updates, customer communication, and any other relevant information.

Management

- Supervise the activity of assigned Field Technicians
- Master the use of various software for recording information, scheduling, and communication.
- Assist in ongoing field training for all Field Technicians as directed
 - Observe Field Technician's performance in the field
 - Sign off on achievements as part of the **WindowWorks Property Services**
 - 5-Star Certification Program.

Key Skills And Qualities

The Crew Leader must display a number of key skills and qualities to be effective. This is a fast paced, sometimes hectic work assignment. Most importantly, the CL must be able to care for our customers in an exceptional way at all times, regardless of circumstances. Balancing high production with excellent customer service is the ultimate goal of the Crew Leader.

Below are some key qualities that the **WindowWorks Property Services** for in OFM candidates:

- Ability to efficiently direct others on the team
- Efficient use of time and resources
- Positive, friendly demeanor, even when faced with negativity or hostility
- Confidence in personal ability
- Proactive decision making
- A collaborative mindset when it comes to working with the **WindowWorks Property Services**
- team- easy to work with
- A love for serving others

Compensation

WindowWorks Property Services Crew Leaders in a unique way that rewards high performance. Each technician will start with a base hourly rate. These rates will range from \$20/hour for Field Techs, and \$25/hour for Crew Leaders. This rate will be subject to typical overtime rules as set by **WindowWorks Property Services** Labor laws.

On top of the base hourly rate, technicians will have the opportunity to earn weekly Production Bonuses. These bonuses are tiered, and kick in when technicians achieve **Reported Revenue Targets** for the week.

Reported Revenue Targets are calculated this way:

1. Each technician will get credit for all the revenue from completed jobs each day
 - a. *Example: Crew 1 completes \$1000 worth of jobs on Monday. Both the Crew Leader and the Technician get credit for all \$1000 of revenue for that day.*
2. Each day's reported revenue gets tallied for the week. At the end of the week, each technician will earn a Production Bonus from the 20% taken from the total revenue completed.
3. Crew Leaders are also paid with quarterly revenue bonuses. These bonus charts are to be agreed on when an employee contract is signed. Amounts can vary from 1-4% and are determined by the quarterly goals that the technician agrees to

Example of tech with a 2.5% bonus: Truck one averaged \$3000 a day for the first 12 weeks (1st quarter) of the year a 2.5% quarterly bonus earns you \$4,500 a quarter, \$18k a year

**** This is not available for entry level technicians. 90 days of employment are required before anyone is eligible for these quarterly bonuses

