

Crown Exteriors Inc.
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Repair Manager

Crown Exteriors Inc., a progressive and fast-growing company in the storm restoration industry, is seeking a full-time residential Repair Manager. We are a team committed to excellence and customer advocacy with competitive compensation based on individual and company success.

Job Description:

The Crown Exteriors Repair Manager will act as a representative for the company in a fashion that is in line with our culture at all times. He/she will strive at all times to meet expectations and improve processes within the Repair Department. Our Repair Manager will create a culture of superior service and installation through training, evaluation and leading of our repair team. He/she will be responsible for creating repair estimates, presenting repair proposals to customers, selling Crown Exteriors' annual service plan, managing repair tech relationships, supervising workmanship, ordering materials for needed repairs, scheduling repair work, communicating with repair customers, supporting and leading the repair team and working with the sales team and production on repairs and punch list items.

Job Responsibilities:

- Perform all duties in a fashion that promotes our company's culture
- Lead repair team
- Manage repair team schedule
- Sell repair jobs
- Work with and support sales and production on repairs and punch list
- Ensure timely completion of repair and punch list jobs
- Ensure repair work orders are complete so repair techs can be effective
- Responsible for cost effectiveness of repair division
- Manage JobNimbus statuses that are in repair work flow
- Manage communications between repair techs, customer and Sales Reps
- Responsible for customer experience and during repair/punch list
- Manage gutter division from order request through work completion
- Responsible for hitting profit goals within repair division
- Other duties as assigned by management

Job Duties:

- Meet with prospective customers to evaluate repair project
- Meet with sales reps, job supervisors and current customers to evaluate and find solutions to post production repairs items
- Create and present repair proposals to prospective customers
- Order materials for repair projects
- Create work order with complete details to ensure repair tech effectiveness
- Work with repair tech to schedule their work week for highest efficiency
- Complete repairs that are most effectively completed by RM
- Meet with repair team on a weekly basis to maintain working relationship and work together to improve repair process and effectiveness
- Propose to manager training and tools needed to improve repair team effectiveness
- Meet with and report to the manager weekly to discuss performance, quality, metrics and how Crown Repair can improve
- Manage project budget through repair process
- Create and submit invoices both internal and external for repair work completed.

Qualifications:

- 5 + years of experience working in the construction industry
- Experience working as project manager/Job supervisor is preferred
- Leadership skills
- Ability to be organized, articulate what needs to be done, and communicate priorities with necessary team members
- Strong problem-solving skills
- Ability to excel in high pace, multi project environment
- Strong customer service/experience skills
- Strong commitment to providing world class customer experience
- Ability to operate independently in a fast-paced environment as a self-starter

Compensation/Benefits:

- Salary commensurate with experience
- Benefits:
 - 401(k)
 - Health/dental/vision insurance
 - Disability income insurance
 - Responsible Time Off (RTO)
 - Subsidized health club membership at Lifetime Fitness

Job Details:

- Full-time
- Day Shift
- Monday to Friday and Saturdays as needed

Education/ Experience:

- Construction experience: 5+ years (Preferred)

- Project supervision: 1+ years (Preferred)