



Reporting to: Vice President, Operations
Department: Operations
Position Title: Site Captain
Location: Richmond Hill, ON

Summary of Role:

The Site Manager will assist in providing overall direction and guidance to the installation activities of any given project as well as day-to-day leadership and management to all company operations functions. The incumbent will follow through on the set goals, monitor work and evaluate results to ensure that departmental and organizational objectives and operating requirements are met and are in line with the needs and mission of the organization.

Duties & Responsibilities:

Include but are not limited to...

- Installation of all types of free-standing furniture, panel and modular systems. This includes placement, leveling, wipe-down, and touch-up of metal and wood furniture at customer's location. Utilization of light carpentry, electrical, and plumbing skills, i.e. measure, cut, modify, scribe and drill into walls and surfaces using power tools. The ability to mount facility, Copy & Print, and Furniture products to walls of various construction
- Must be able to locate and mark electrical and data cores prior to final construction, if required. Must understand furniture systems electrical requirements for building connections with the ability to identify electrical distribution requirements on installation drawings
- Direct team members on small and large projects. Responsible for leading multiple large projects and/or leading installations for high profile clients. Provides coaching and feedback as necessary
- Organizes and motivates internal and third-party vendors to ensure proper installation in a timely fashion. Special emphasis on training and development
- Must be able to calculate estimated man-hour requirements to complete installations per customer's timeframe, and successfully deliver job completion within those man-hours. Maintains jobsite time sheets for third party installation crews
- Attend pre-installation and construction meetings as required
- Experience identifying onsite issues and provide timely solutions
- Conducts post-installation walk-through with the appropriate personnel to identify any punchlist requirements to include:
 - Product installation issues
 - Missing Product
 - Damaged Product
 - Manufacturer product issues
 - Site Discrepancies
- Follows all safety procedures in the performance of job duties. Observes and enforces local, provincial/state, and federal OSHA and DOT safety rules and regulations. Demonstrates safe work behaviors and promptly corrects all unsafe conditions
- Manage customer relationships during the installation process to ensure complete customer satisfaction



- Load Planning; load product(s) onto truck and delivers for staging at customer sites for installation. Must be able to read CAD and construction drawings and have the ability and knowledge to inspect product(s) for proper functionality per manufacturer's specifications.
- Must be qualified in reading construction symbols within CAD installation drawings.
- Must also have the capability to conduct field measurements at any given worksite in preparation for design
- Loads product(s) onto a truck and delivers to customer's site for installation
- Required to provide back-up to warehouse associates, assisting with inbound and outbound duties as necessary
- Daily interaction with customers, division furniture staff, and furniture operations management

Qualifications:

- High school diploma or general education degree (GED) required
- Minimum of (1) year experience leading small installations
- Experience in using hand and electrical tools
- Ability to attend furniture manufacturing installation certification and training classes as required
- Must have a valid driver's license with a clean abstract
- Strong communication skills, both verbal and written
- Strong interpersonal skills with the ability to manage customer relationships
- Time management and organizational skills
- Good leadership skills
- Ability to work under short lead-times and deadlines
- Basic computer skills
- Minimum of three (3) years' experience assembling and servicing furniture preferred but not required
- Minimum of one (1) year experience driving a delivery truck also preferred but not required

Physical Demands:

- The role outlined in this job description requires physical effort and use of motor skills requiring manual dexterity. While performing the duties of this job the employee is regularly required to sit, stand, walk, climb, stoop, kneel, crouch, crawl, push/pull, or balance weight for extended periods of time. The employee must frequently lift, move, and/or carry between 70 to 100 pounds. With mechanical assistance, employee will occasionally move up to 300 pounds. Employee will regularly drive a delivery truck and must be able to enter and exit the truck throughout the day. They will also regularly operate material handling equipment that requires manual dexterity and use of lightweight tools requiring some coordinated movements. Activities include using a forklift or pallet jack to move furniture; and lightweight tools to assemble, install or repair furniture

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.