

PRODUCTION MANAGER

SCHEDULED DAYS/HOURS: Monday-Friday - 7:30 am – 4:00 pm

REPORTS TO: Chief Operating Officer

PAY RANGE: \$ annually

GENERAL SUMMARY: Manage Project Managers, Supervisors, and CROSS production labor staff for maximum efficiency and effectiveness. Oversee the production of remodeling jobs so that they come in on budget, on schedule, and with satisfied customers. Responsible for assisting with hiring, training, and terminating field personnel, managing the financial success of the department, and managing the systems that allow jobs to move freely from sale through the completion of the project. Leadership Team member collaboratively defines and drive the continued growth of the organization.

RESPONSIBILITIES:

- **GUIDE, MONITOR, AND ENSURE CUSTOMER SERVICE**
 - Work to resolve both interpersonal and project-based disputes, managing client expectations to increase customer satisfaction
 - Conduct project review meetings and implement lessons learned
 - Ensure warranty items are attended to in a timely manner
- **LEAD AND DEVELOP PRODUCTION STAFF**
 - Minimize involvement with remodel project details; focus on managing, delegating, organizing, and coaching
 - Seek and support the hiring of qualified production personnel, and support their on-boarding into the company
 - Enforce company policies, conduct production staff performance reviews, recommend individual growth plans, and suggest acknowledgment or promotion
 - Review continuing education quarterly and propose pieces of training for production staff to maintain certifications and continue improving
- **OVERSEE AND IMPROVE PRODUCTION PROCESS**
 - Maintain a master production schedule, monitoring cycle time to ensure productivity, accountability, and efficiency of production staff
 - Attend and participate in Proposal Signing, Production Hand-off, Pre-Construction, Final Walk-through, Closeout, and weekly Production and Project Review meetings
 - Achieve the goals for the production department, established at monthly Leadership Team meetings, in terms of gross profit, schedule performance, and customer satisfaction
 - Focus on optimizing the production process, costs, and labor, continually researching new products and techniques
 - Assist with tracking costs and labor, and comparing estimated to budgeted numbers, while looking for ways to better estimate jobs in the future

- CULTIVATE VENDOR, TRADE PARTNER RELATIONSHIPS
 - Oversee selection of Trade Partners, including vetting and quality assessments, as well as negotiating the best pricing for labor and materials
 - Manage relationships with Trades Partners, ensuring they are mutually beneficial and successful

- MONITOR INDUSTRY TRENDS

JOB REQUIREMENTS:

- Field - Lifting over 50 lbs.
- Must be able to maneuver truck and trailer
- Valid Driver's license
- Current vehicle insurance - personal vehicle if driving for your job with CROSS
- Be willing to do other duties as deemed necessary

EXPECTATIONS:

- Possess a legacy of reliability and the ability to apply the necessary skills to perform the tasks required.