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Position Title: Roofing Superintendent

Position Purpose and Objectives

A roofing superintendent is responsible for leading roofing foremen to perform work safely and productively per specifications and to the standards of the company and customer.

- To provide leadership to foremen—fostering safety, teamwork and discipline—resulting in efficient and professional roof system installation
- To provide consistently high-quality service and results
- To represent the company in a professional manner in all dealings with customers, personnel and the public
- To effectively manage all aspects of production to meet company and project goals

Department: Production

Department Supervisor: Director of operations

Direct Supervisor: Project manager

Direct Reports: Foremen, subcontractors

Employment Status: Exempt (salaried) or Nonexempt (hourly)

Specific Duties, Functions, and Responsibilities

- **Supervise foremen to lead safe and efficient roof system installations**
 - Oversee field staff, assisting foremen with crew leadership
 - Visit job sites daily
 - Conduct or participate in daily safety audits
 - Train field staff in safety, work skills and efficiency
 - Provide ongoing feedback to foremen regarding job performance
 - Resolve complains and grievances; assist with discipline when necessary
 - Discuss opportunities for professional development
 - Conduct annual performance reviews
 - Recommend raises and promotions
- **Ensure production and quality goals**
 - Maintain understanding of contract information for jobs
 - Track labor hours and production against stated goals
 - Schedule materials, equipment and deliveries, paying special attention to using inventoried materials
 - Monitor material usage, minimize waste, anticipate shortages and order materials as needed
 - Coordinate, supervise and manage subcontractors
 - Monitor quality of installations
- **Deliver excellent customer service**
 - Engage with customers to answer questions and provide explanations

- Schedule daily or weekly contact with customers to review progress
- Discuss any outstanding issues with customers and other parties
- Meet with customers to verify satisfaction with work and billing; deliver warranties
- **Manage and coordinate job details between the field and office**
 - Review plans and sites, delegate crews and do all pre-job planning including but not limited to creating site-specific safety plans and work plan efficiencies
 - Ensure crews have information and instructions necessary to complete jobs
 - Submit reports and paperwork and otherwise coordinate communication between office and job sites
 - Investigate incidents, near misses, accidents and thefts, and provide relevant documents, photos and assessments to the office
 - Deliver all documentation to the office in a timely manner
 - Review final paperwork to ensure change orders are reflected and billed
 - Participate in manufacturer final inspection
- **Exhibit exemplary leadership with all company personnel**
 - Participate in regular review meetings with project managers
 - Demonstrate commitment to professional development
 - Demonstrate willingness to be a team player
 - Offer assistance and expertise to others

Required Knowledge, Skills, and Abilities

Work Skills – Superintendents must exhibit leadership and management skills necessary to meet production goals and maintain seamless communication between field and office employees.

Language skills – ability to read, analyze, and interpret written information, and write legibly and informatively

- Written instructions
- Work related documents
- OSHA regulations
- Professional journals

Effective communication – the ability to convey information, concepts, and concerns to people with differing communication styles

- Speak in a clear and professional manner
- Participates in meetings
- Demonstrates group presentation skills

Math – the ability to perform math calculations relevant to roofing work

- Basic algebra
- Geometry
- Rates, ratios, proportions, and percentages
- Draw and interpret bar graphs and pie charts

Technology – the ability to use computers, phones and other technology tools

- Word Processing software
- Spreadsheet software
- Database software

Roof system installation – the ability to teach others roof system installation skills

Safety and security – the ability to identify and correct unsafe conditions according to company and OSHA standards

- Observes safety and security procedures

- Determines appropriate actions in addition to guidelines
- Reports and/or corrects potentially unsafe conditions
- Uses equipment and materials properly and effectively

Quality – the knowledge to inspect and ensure attention to detail and quality

- Demonstrates accuracy, thoroughness and attention to detail
- Looks for ways to improve and promote quality
- Applies feedback to improve performance
- Monitors work to ensure quality

Productivity – the ability to meet production goals

- Meets productivity standards
- Strives to increase productivity
- Works quickly and accurately

Cost consciousness – understand budgeting and implications to jobs

- Develops and implements cost saving measures
- Displays orientation to profitability
- Aligns work with company's strategic goals
- Works within approved budget
- Contributes to profits and revenues
- Protects and conserves company resources
- Understands financial implications of decisions

Data research – collect data to the company's benefit, use intuition and experience to complement data

Management – the ability to track and influence measurable outcomes

Plans and specifications – the ability to read and understand architectural plans and specifications

Relational Interaction – Superintendents must be able to thrive in a dynamic, interactive environment.

Customer service – help customers even in difficult situations

- Manages difficult or emotional customer situations
- Responds to requests for service and assistance
- Solicits customer feedback to improve service

Problem solving – is able to understand complex problems and make decisions to benefit everyone as much as possible

- Identifies and resolves problems in a timely manner
- Develops alternative solutions
- Uses reason even when dealing with emotional topics
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or graphic form
- Gathers and analyzes information skillfully
- Focuses on solving conflict, in a non blaming environment
- Displays willingness to make decisions

Leadership, Management and Teamwork – Superintendents must be able to work well with others and within a company system.

Leadership – motivate others to perform

- Exhibits confidence in self and others

- Inspires and motivates others to perform well
- Motivates others to fulfill the company's mission and vision
- Makes self available to crews, staff and customers
- Provides regular performance feedback
- Develops subordinates' skills and encourages growth
- Supports everyone's efforts to succeed

Management – ability to juggle schedules, including anticipating weather and its effects, details and outcomes

- Appropriately delegates work assignments
- Makes timely decisions
- Includes appropriate people in decision-making process
- Sets expectations and monitors delegated activities
- Prioritizes and plans work activities
- Coordinates projects
- Organizes or schedules other people and their tasks
- Manages competing demands

Teamwork – ability to work with others to accomplish goals

- Balances team and individual responsibilities
- Gives and welcomes feedback
- Ability to build morale and group commitments to goals and objectives
- Exhibits objectivity and openness to others' views
- Puts success of team above own interests
- Shares expertise with others
- Works well in group problem solving situations

Education and Experience

Essential

- English fluency
- Safety training: OSHA 30-hour card
- Valid driver's license
- Ability to use/learn business technology

Preferred

- Bilingual fluency
- CDL
- Specialized training: crane CCL, forklift, manufacturer-authorized trainers, man lift, rigging, roof system specific training, cool roofs, CERTA

Physical Requirements

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions.

Activity	Never	Intermittently	Occasionally	Frequently	Constantly	Activity	Never	Intermittently	Occasionally	Frequently	Constantly
Bending					X	Lifting (lbs.)					
Kneeling					X	1-10					X
Twisting/turning					X	11-20					X
Crouching					X	21-50				X	
Crawling				X		51-75			X		
Walking on a level surface				X		76-100		X			
Walking on an uneven surface				X		Carrying (lbs.)					
Climbing stairs				X		1-10					X
Climbing ladders				X		11-20					X
Carrying ladders				X		21-50				X	
Reaching above				X		51-75			X		
Using arms					X	76-100		X			
Using wrists					X	Pushing (lbs.)					
Handling/fingering					X	1-10			X		
* Grasping					X	11-20			X		
* Squeezing					X	21-50			X		
Vision	Yes	No				51-75			X		
Close	X					76-100			X		
Distant	X					Pulling (lbs.)					
Color		X				1-10			X		
Peripheral	X					11-20			X		
Depth	X					21-50			X		
Endurance						51-75			X		
Repetitive Foot Motion				X		76-100			X		
Standing				X		Environment					
Walking				X		Inside			X		
Sitting		X				Outside					X
Keyboarding	X					Heat				X	
Tool Use						Cold				X	
Hand tools					X	Dust				X	
Power				X		Noise				X	
Drivers				X		Drive					
Forceful grip					X	Automatic					X
Metal brake				X		Standard					X
						Forklift					X

Superintendent