

Pella Windows & Doors of Dayton

Field Supervisor

Job Description

The Field Supervisor is responsible for ensuring that the customer's expectations are met and will work with the installers, sales teams, and office personnel to achieve this goal. The primary job responsibilities of this position take place before and after-sale as we move to re-measuring, ordering, delivery, installation, and service of the product.

Responsibilities/Accountabilities

- Responsible for implementing the order verification process after each replacement segment sale.
- Visit installations in progress to ensure quality standards.
- Note any problems at the installation stage and follow any resolution to completion by following the recovery process.
- Respond to installer or service requests for assistance at the job site.
- Make emergency parts deliveries and emergency repairs as needed.
- Ensure that Pella's promise standards are met.
- Troubleshoots problem installations and reports findings to Install Manager.
- Assist the Project Coordinator as necessary.

Skills/Knowledge

- H.S. graduate, with some college, preferred.
- Building/construction experience required.
- Must be able to measure and order products accurately to assure proper installation.
- Good organizational, social, and customer focus skills are necessary.
- Computer and modern technology skills required.
- Outgoing and highly motivated personality.
- Excellent communication and interpersonal skills.
- Work with little supervision.
- Ability to lift products, assist with service, and make repairs to products.
- A valid driver's license is required; along with an acceptable driving record.

Job Type: Full-time

Pay: \$43,000.00 - \$48,000.00 per year