

w.w.Cannon, Inc.

Design. Layout. Build. Install.

800-442-3061

www.wwcannon.com

JOB DESCRIPTION FOR INSTALLATION FOREMAN

REPORTS TO: Operation/Warehouse Manager

BASIC FUNCTION: Plans and manages on-site installations to ensure timely completion, high quality of service and cost-effective management of dealer labor and installation resources. Functions as installation manager with budget, quality, personnel, technical, customer and administrative responsibility for each supervised project. Project and work with a “can do” attitude at all times. Must deliver the desired customer service experience. Our goal is to drive service success that improves customer satisfaction maximizing customer retention and increasing profitability.

MAJOR RESPONSIBILITIES:

- 1) Help train and develop lead men and Installation Assistant, instill WW Cannon's service philosophy and core values throughout the Installation group
- 2) Must be comfortable and professional with crew, customers and all personnel. Professional in appearance and in social interaction with others
- 3) Physical strength and stamina required to lift and move equipment, up to 100lbs.
- 4) Excellent oral and written communication skills and maintain a positive attitude
- 5) Provide strong leadership and has full respect of crews
- 6) Strong work ethic and very ethical approach to the business. Punctual and self-motivated and has the ability to work irregular hours and extended shifts including overnight, out of town assignments.
- 7) Handles merchandise properly so no damage is done to product.
- 8) Setup or installation of W.W. Cannon product in a timely and cost-effective manner. When at a customer's location behave themselves in the most professional and responsible manner so as not to give anything other than the highest level of customer service. That means being careful with the customer's facility and property so as not to damage anything and exhibiting adult, professional behavior so that only the best, most professional image is portrayed.
- 9) Demonstrates exceptional customer service always, even in difficult or adverse circumstances. Always looks professional, neat and well-groomed always.

- 10) Assists in the warehouse as needed and takes initiative when projects in the warehouse need to be completed or when inventory needs to be put away, picked up or reorganized.
- 11) Must maintain and care for tools and equipment on job sites.
- 12) Must communicate with Installation Manager daily
- 13) Ensure processes on every project are adhered to daily by utilizing electronic forms for installation and service projects
- 14) Effectively manage temp labor and communicate with Installation manager immediately when changes are necessary

QUALIFICATIONS FOR POSITION:

1. Good manual/mechanical skills
2. Provides own transportation to and from installation site.
3. Maintains valid Texas driver's license.
4. High School education or equivalent.
5. Drug/Alcohol free.
6. Cooperative and "can do" attitude.
7. Must be able to lift 100 pounds.
8. Maintain appropriate dress code and be well groomed at all times. Wear uniform that is distributed every day and keep them clean and neat.
9. Maintain exceptional customer service at all times.