JOB DESCRIPTION

JOB TITLE:	Superintendent	**EFFECTIVE DATE:**	8/2/17
REPORTS TO:	Training Manager	**REVISION #**	0
FLSA STATUS:	Exempt	**PAGE #**	1 of 5

JOB SUMMARY: The Superintendent is accountable to ensure that all team members assigned to a project have the requisite knowledge, skills and abilities to ensure each project is carried out in a manner to meet its contractual scope, along with meeting all safety, quality and installation requirements.

Key accountabilities in order of priority and with ideal time allocations are:

1.	Monitor assigned projects and taking appropriate actions to ensure contractual scope is carried out following proper safety, quality and installation guidelines.	40%
2.	Assess, evaluate and improve team member knowledge, skills and abilities to ensure proper quality and efficiency of projects	25%
3.	Provide technical expertise on projects to troubleshoot issues to ensure a worry-free project.	15%

Note: Twenty percent of time is reserved for ancillary responsibilities, interruptions and unplanned activities.

ESSENTIAL JOB FUNCTIONS: The responsibilities listed are fundamental to the position and must be performed successfully to achieve the key performance objectives of the role. Other responsibilities may be assigned.

Interpersonal Responsibilities

1. Conduct daily jobsite visits to observe processes and procedures in use and provide on the spot feedback and field training on best practices.
2. Collaborate and discuss with the Training Manager on identifying missed opportunities and associated corrective action for training.
3. Collaborate with the Project Managers, Training Manager, Quality Assurance Manager and Foreman on assessing and determining on how to best to improve and standardize installation processes and procedures.
4. Audit work on job sites to ensure proper installations and review and follow up with Foreman and Glaziers.
5. Provide regular job progress updates to the Training Manager, Project Manager and Quality Assurance Manager.
6. Collaborate with the Training Manager to review and discuss Foreman and Glazier pairings to determine the most appropriate pairings to balance operational needs to complete jobs correctly and on time.
7. Collaborate with stakeholders on process improvement ideas, along with how to implement and reinforce any new methods or procedures that are implemented.
8. Communicate and coordinate with Project Managers, Training Manager and other stakeholders to ensure staffing resources are being most effectively utilized to best meet customer needs.

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Operational Responsibilities

1. Collaborate with Project Managers to identify and meet training needs for each project team, based on any potential knowledge or skill gaps that may be required for an processes or procedures required for project completion.
2. Attend project planning meetings with Project Managers and Foreman prior to the job start to review drawings of the plan to estimate work hour, logistical requirements or other unique requirements that will need to be considered or planned for to complete the job.
3. Provide employee recommendations to add to a project teams to create a balance between experienced and inexperienced employees whenever possible for efficient utilization of resources and employee development.
4. Standardized processes and best practices should be documented and communicated as necessary to to foremen and glaziers.
5. Employee training should be tracked through a checklist or documentation process to ensure all employees are gaining the necessary knowledge and skill in Hemm's competencies for both personal development and increase depth on all project teams.
6. Accountable for assessing and verifying employee's skill levels when they are being considered for skill based wage increases, provides recommendation to Training Manager.
7. Proactively determines when it may be appropriate to stop a field operation due to unsafe/ inefficient practices being observed and provides insights and feedback on the appropriate corrective action.
8. Lead and direct Foreman in the installation of framing, glass, panels or other systems as required to meet the deliverables of the project.
9. Collaborate with Project Managers, Training Manager and Foremen to monitor and ensure that jobs are being ran in an organized manner in accordance with Hemm's Glass policies and procedures, along with industry accepted best practices.
10. Ensure that all required job site safety procedures and policies are being followed by conducting safety audits and necessary follows up actions are completed.
11. Conduct audits to ensure that job site equipment is inspected and utilized correctly to meet operational needs.
12. Coordinate with Project Managers on the installation of materials and systems required for project jobs, while regularly troubleshooting and providing solutions on issues that occur during the job.
13. Conduct job site quality audits to identify and solve problems that could affect the schedule and/or quality of the project and follow up with Foreman and Quality Assurance Manager as necessary.
14. Conduct job site audits to ensure scope of work meets contractual obligations.
15. Review and discuss job site issues with the Project Manager and/or Quality Assurance/Training Manger.
16. Provide the Project Manager, Training Manager and Scheduler updates as required on the status of job and on any issues, that may affect the job to confirm deadlines will be met.

17. Working with the Project Manager, Training Manager and Scheduler, determine as needed if any reallocation of resources will be necessary or if any jobs schedules will require adjustments.
18. Collaborate with Project Manager, Training Manager and Scheduler to ensure proper work completion for labor hours being spent (budgeted vs requested vs scheduled),
19. Conduct AAMA water testing as required.

Organizational Responsibilities

1. Collaborate with the Training Manager on the strategic direction of training and other training related initiatives for the company.
2. Coordinate with the Safety Manager on any training specifically related to safety requirements or initiatives.
3. Coordinate with Quality Assurance Manager on any training specifically related to quality assurance requirements or initiatives.

PERFORMANCE FACTORS: The performance factors described here are core abilities that translate into desired on-the-job behaviors which contribute to the employee successfully achieving the performance objectives of this job and carrying out the assigned responsibilities.

1. **Problem Solving Ability**: Utilizes logic and systematic processes to analyze and solve problems; defines the causes, effects, impact and scope of problems; identifies the multiple components of problems and their relationships; prioritizes steps to solution; develops criteria for optimum solutions; evaluates the potential impact of possible solutions and selects the best one.
2. **Self-Management:** Independently pursues business objectives in an organized and efficient manner; prioritizes activities as necessary to meet job responsibilities; maintains required level of activity toward achieving goals without direct supervision; minimizes work flow disruptions and time wasters to complete high quality work within a specified time frame.
3. **Creativity:** Notices unique patterns, variables, processes, systems or relationships; expresses non-traditional perspectives and/or novel approaches; synthesizes and/or simplifies data, ideas, models, processes or systems; challenges established theories, methods and/or protocols; encourages and promotes creativity and innovation; modifies existing concepts, methods, models, designs, processes, technologies and systems; develops and tests new theories to explain or resolve complex issues; applies unorthodox theories and/or methods; imagines new or revolutionary concepts, methods, models, designs, processes, technology, systems, products, services or industries.
4. **Decision Making:** Demonstrates an ability to make difficult decisions in a timely manner; gathers relevant input and develops a rationale for making decisions; evaluates the impact or consequences of decisions before

making them; acts decisively despite obstacles, resistance or opposition; accepts consequences of decisions; willing to correct erroneous decisions when necessary; defends rationale for decisions when necessary.

5. **Flexibility:** Responds promptly to shifts in direction, priorities and schedules; demonstrates agility in accepting new ideas, approaches and/or methods; effective in juggling multiple priorities and tasks; modifies methods or strategies to fit changing circumstances; adapts personal style to work with different people; maintains productivity during transitions, even in the midst of chaos; embraces and/or champions change.
6. **Goal Achievement:** Establishes goals that are relevant, realistic and attainable; identifies and implements required plans and milestones to achieve specific business goals; initiates activity toward goals without necessary delay; stays on target to complete goals regardless of obstacles or adverse circumstances.
7. **Diplomacy & Tact:** Ability to treat others fairly, regardless of personal biases or beliefs. Maintains positive relationships with others through treating them fairly. Demonstrates respect for others. Understands and values differences between people. Respects diversity in race, national origin, religion, gender, life style, age and disability.

PHYSICAL DEMANDS: 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.

The physical demands of this position require the ability to communicate orally and in writing, hear at a conversation level, distinguish between basic colors and shades, use vision for depth perception and operate a motor vehicle.

While performing the duties of this job, the employee will infrequently (2-5% time on job) use fingers for typing. Frequently (34-66% time on job), the employee will sit, climb stairs and have wrists in prolonged position of flexion or extension. Constantly (67-100% of time on job), the employee will be required to stand, walk, use gripping pressure, carry and lift up to 10 pounds and twist or bend wrists. The employee will frequently (34-66% time on job) be required to lift 10-35 pounds. The employee will frequently (34-66% time on job or less) be required to stoop, kneel, reach or pull up to 20 pounds for 50 feet.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The employee will continuously (67-100% time on job) work outdoors, but rarely in a confined space, such as an office. The employee will frequently (34-66% time on job) work alone. The employee will occasionally (6-33% time on job) be required to work indoors. The employee will frequently (67-100% time on job) be required to travel by car and have a maximum of 2-night stays.

The employee will continuously be required to wear eye protection, steel toe boots and a hard hat.

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MINIMUM QUALIFICATIONS

1. **Experience:** Must have 3 years of industry related experience, ideally in a similar position. Minimum of 2 years of supervisory experience.
2. **Reasoning and Development:** Apply principles of rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.
3. **Mathematical Development:** High school math required. College-level math preferred.
4. **Language Development:** Ability to read technical manuals and reports, workplace rules and procedures; speak with poise and confidence, using correct English. Ability to communicate effectively with all levels of the organization.
5. **Licensures and Certifications:** N/A
6. **Education:** High School Diploma required.