



Job Title:	Supervisor	Travel Required:	Extensive- More than 6 months per year
Department/Group:	Operations	Position Type:	Hourly/On Call
Level/Salary Range:	Hourly	Reports to:	Project Manager

Job Description

Job Purpose:

The Supervisor is the initial level of management in the NRS operations organizational structure and is accountable for managing the daily activity of work crews on a single project in the execution of the project scope. The Supervisor's responsibility is to be the NRS competent person on the project site. The Supervisory position is the daily interface between the Project Manager, work crews and project support staff in order to meet the goals and objectives of the project. The Project Supervisor is responsible for the implementation and execution of the NRS SOP in all project related activities.

Responsibilities:

- Understand and enforce the safety policies of NorthStar Recovery Group Services and its associated companies at all times.
- Monitor the safety performance of all projects assigned to the individual Project Managers.
- Assist with the investigation and/or documentation of any incident related, but not limited to safety, protocol or procedural investigations.
- Understand the NRS SOP and dynamically enforce the procedures and protocols contained therein. Train, support and assist with the development of New Employees.
- Complete documentation as directed by the Project Manager.
- Keep the Project Manager apprised of all activities under the Supervisors care and custody.
- Safely supervise a crew of laborers. The crew sizes are expected to range from as few as 1 up to 20 laborers depending on the task and project layout.
- Take ownership of all assigned tasks and assure they meet or exceed the requirements and expectations of NRS and its clients.
- Communicate clearly and with confidence both orally and in writing.
- Delegate tasks and clearly report the progress to the Project Manager.
- Have a comprehensive understanding of the applicable project scope along with the means and methods required to complete the project. Track Deliveries, Sub-Contractors, Time Sheets, Equipment/Consumable logs, Progress Reports, Safety Reports, Issues and Returns and all other required paperwork on a project.
- Track and clearly communicate the status of all assigned tasks. Including, but not limited to, scope, schedules, progress, man-power needs, equipment needs and percentage completed on a daily basis.
- Demonstrate expertise in the use, care and maintenance of all components NRS Emergency Response Equipment to include: Thermal Imaging Cameras, Moisture Mapping Equipment and Drying equipment utilized by NRS
- Engage in the active training of NRS Personnel in the proper use of all components of NRS Emergency Response Equipment.
- Responsible for the care, custody and packaging of portable equipment and inventory belonging to NRS.
- Continue to develop the NorthStar Recovery Services brand and establish it as a national full-service disaster recovery company.
- Recommend changes in products, service, and policy by evaluating customer feedback, results and competitive developments.
- Assist in resolving customer complaints by investigating problems, developing solutions, preparing reports and making recommendations to management.
- Contribute to NRS through the proper execution of job responsibilities and customer service.

Employee Signature: _____ Date: _____ HR Initial: _____ Date: _____

- Communicate and document all conversations related to the projects in accordance with NRS Standard operating procedures. This specifically includes any verbal directive or conversation with the Client or their direct representatives.
- Actively engage in the training, support and development of foreman level personnel.
- Ensure the professional care, custody and re-stowing of all assigned NRS equipment trailers must be able to effectively engage NRS Vendor Management in the acquisition and management of required project resources.
- Have the capacity to recommend changes in service offerings, products, and policy based upon both customer feedback and the performance of NRS competition in the field.
- Assist in the resolution of customer complaints by actively investigating problems, developing solutions, documenting issues and making recommendations to NRS Management.
- Initiate professional reviews via self-evaluation forms at appropriate time intervals.

Skills/Qualifications:

- Familiarity of the Disaster Recovery Industry. Specifically: Fire and Water damage restoration, Project Management, Time and Material Estimating/Tracking, General Construction, Customer Service, meeting project deadlines, Closing Skills, Prospecting Skills, Self-Confidence, Product Knowledge, Presentation Skills, Client Relationships, crew management skills and motivation for sales through offering additional products and services to the Clients.
- Must be a demonstrated Self Starter
- No less than (6) months of “hands on” field experience in a remediation field.
- Obtain a Supervisor/Competent person license for Asbestos Abatement in their home state within 6 months. This must be maintained throughout the employment.
- Maintain current Respirator Training and Fit Test
- Be in possession of ONE IICRC Certifications (minimum) or 5 Years in General Construction Experience
- Within 1.5 Years of Employment, a certification MUST be obtained in the following areas (as per IICRC)
 - Water Restoration Technician
 - Applied Structural Drying
 - Fire and Smoke Restoration
- Provide proof of authorization to wear a respirator from an approved source
- Must be able to demonstrate a working knowledge of all Microsoft Applications to include (as a minimum):
 - Microsoft Word
 - Microsoft Excel
 - Demonstrate computer skills to include Microsoft Word and Excel.
 - Must be able to lift up to fifty (50) pounds.
- Must be able to lift up to 50 lbs. utilizing proper lifting techniques and with appropriate Personal Protective Equipment (PPE)
- Must be able to stand for extended periods of time in appropriate PPE
- Must attest under penalty of perjury, that he or she is eligible for Employment in the United States. Eligibility of Employment is satisfied if he or she is a U. S. Citizen, Permanent Resident, Resident Alien or an Alien Authorized to work in the U. S... All qualifying attributes are subject to “E-Verified” criteria and process.
- Maintain a valid driver license issued in the U.S.
- Meets the safety prerequisites for the North Star Group Holdings Approved Driver status.
- Must have the ability to pass a background check (as per North Star Group Holdings Background Investigation Policy).
- Must have the ability to pay for the personal travel expense without the means of an advance. This does not apply to air fare or hotel expenses.

- Must acknowledge that this position is “AT WILL.”

Required Training

- Within 30 Days of Employment
 - Safety
 - NRS Safety Manual Training
 - Target Zero Certification
 - Drivers Safety Program (Must maintain the approved status during employment).
 - DDC Training Course MUST BE COMPLETED WITHIN ONE WEEK UPON RECEIVING EMPLOYMENT APPLICATION AND DETERMINATION THAT MVR STATUS IS ACCEPTABLE.
 - NRS Operational Process Module Training
 - NRS SOP
 - Training Modules for
 - Time Sheets (Module 11)
 - Material and Equipment Sheets (Module 12)
 - Re-imbursements (Module 7)
 - ROM Preparation (Module 10)
 - Job Book Preparation (Module 13)
 - Understanding Check Lists (Module 1)
 - Rolling Stock (Module 21)
 - Water Diverter Installation (Module 22)
 - The Dehumidification Formula (Module 23)
 - Cold Weather Safety (Module 25)
 - Client Communication (Module 3)
 - Damage Assessments (Module 4)
 - Drying Documentation (Module 5)
 - Reimbursements (Module 7)
 - Completion of NorthStar Reference Modules (Recurring Completion as Needed)
 - Snow Removal (Reference Module 1)
 - ER Tool Kit (Reference Module 2)
 - Water Losses (Reference Module 3)
 - Hurricane Safety (Reference Module 4)
 - Email Signature Protocol (Reference Module 5)
 - How to Use BOX (Reference Module 6)
 - Job Site Emergency Preparedness (Reference Module 7)
 - Generator Operation & Safety (Reference Module 8)

- Within 60 Days of Employment
 - Safety
 - Blood Borne Pathogen certification
 - Achieve First Aid and CPR Certification. THIS CERTIFICATION MUST BE MAINTAINED THROUGHOUT THE ENTIRE PERIOD OF EMPLOYMENT
 - Achieve OSHA 30 Certification
 - Achieve 40 Hour HAZMAT Certification
- As Required Training
 - Participation in designated Company Wide Training is compulsory