



Job Description

Job Title :	Production Manager
Department:	Operations
Division:	All Divisions
Reports to:	Operations / General Manager

Position Overview

The divisional Production Manager supports the management team and reports to the Operations / General Manager. The Production Manager's main function is to ensure efficient and timely production of services, within budget and to industry standard. The successful candidate will be able to plan, organize and control the branch needs while overseeing staffing requirements and will streamline processes for operational effectiveness.

Job Duties

- Establish and facilitate departmental procedures which in turn enhance the production and efficiency of the department., while supporting safety policies and procedures
- Implement, oversee and control the production schedule
- Supervise, review and revise crew scheduling, if required
- Oversee and review time and attendance of staff, as well as vacation approvals
- Monitor and regulate staffing needs to ensure optimum staffing levels are supporting business demands
- Interview and hire production staff in conjunction with Operations Manager and/or General Manager approval to support operation needs
- Analyze production, quality control and budgetary outcome of projects
- Oversee consumable and equipment stock and tracking programs for increased financial effectiveness
- Implement cost control programs or procedures
- Oversee, monitor and direct coordination and maintenance of equipment, vehicles and warehouse
- Oversee, monitor and direct coordination of company issued equipment, to include communication devices, laptops, iPads and tools
- Manage fleet vehicles: monthly vehicle inspections, fuel consumption, GPS tracking, proper cleanliness, record monthly kms on pool vehicles, budget maintenance and/or replacement of vehicle fleet, approve vehicle repairs, and direct vehicle assignments
- Perform job site visits to ensure quality of service and budgetary compliance
- Collaborate with management for preparation of on-call schedule
- Coordinate after hours emergency crews and work as required
- Assist Project Managers on large or complex Emergency losses, to include organizing heavy equipment, staffing and job site Health and Safety
- Audit and review emergency paperwork and processes to ensure compliance
- Participate in on-call rotation as the on-call manager, as required
- Follow all internal policies and procedures in association with varying protocols for



restoration work

- Audit and implement policies/procedures and production levels in the content processing department. This will also include warehousing/storage of all contents
- Audit all personnel uniform requirements and needs
- Ensure efficient collaboration and coordination between departments for job completion
- Develop and implement policies and procedures for catastrophic loss (CAT) situations
- Provide excellent customer service
- Work under time constraints to meet specific timelines
- Monitor and schedule orientation and other training for new and existing employees in conjunction with Health and Safety
- Ensure attention to detail and keen sense of safeguarding other people's property and information
- Will practice good housekeeping at all times to ensure a safe and non-cluttered worksite
- Participates in and demonstrates an understanding of safety principles and practices; follows all safety policies and procedures to support a safe working environment, including safe operation of machines and equipment
- Comply with all **BELFOR** policies and procedures, as well as legislative requirements
- Proactively communicate job site conditions and concerns that may or are affecting completion of the job to the appropriate person
- Attend all **BELFOR** sponsored training courses

Responsibilities

- **Human Resources:** Maintain employee confidentiality and performance management by coaching leading, mentoring and motivating employees.
- **Safety:** Verify all **BELFOR** documents are completed accurately; maintaining employee records and compliance; ensuring compliance of all employees and subcontractors with provincial laws and **BELFOR** policy at all **BELFOR** locations and job sites
- **Accountability:** Ability to identify measures of performance and actions needed to improve or correct performance, ensuring accuracy and documentation
- **Communication:** Ability to communicate effectively and professionally with our staff and customers, both verbal and written.
- **Leadership:** Ability to delegate, set expectations, and monitor progress of all direct reports
- **Time Management:** Proven ability to multi-task in a fast-paced environment

Qualifications

- Post secondary courses in business, project or construction management
- IICRC certification in either Water Restoration Technician (WRT), Fire and Smoke or Mould Remediation (AMRT) is required
- 4+ years Construction / Restoration / Insurance experience preferred
- 2+ years' experience in a leadership role
- Experience and knowledge of provincial health and safety standards and WCB compliance
- Knowledge of project management principles and practices
- Knowledge of business and management principles and practices
- Comprehensive understanding of customer service, principles and practices
- Eligible to operate a motor vehicle per **BELFOR's** vehicle policy
- Ability to work within a team or independently as needed



- Strong written and verbal communication skills
- Proven ability to multi-task in a fast paced environment
- Intermediate computer and/or tablet/iPad experience with Microsoft Office programs such as Excel, Word and Google Suite
- Willing to work evenings, on call and weekends when requested
- Periodic travel may be required
- Criminal Record Check

Physical Demands

- Frequent lifting from 5-40 lbs, unassisted (from 35-65% of the time)
- Occasional lifting from 41 lbs +, assisted (up to 50% of the time)
- Access and mobility in tight spaces
- Fit Testing – half and full face mask as needed, annual certification required
- Working at Heights - over 5 feet, periodically
- Sustained periods of standing, sitting, walking, bending, and kneeling

Disclaimer

The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified.

Employee Signature

Date

Employer Signature

Date

ACCESSIBILITY STATEMENT (AODA IN ONTARIO)

BELFOR (Canada) Inc. is committed to providing a barrier-free work environment in concert with the provincial guidelines for accessibility (Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code, Ontario Only). As such, **BELFOR (Canada) Inc.** will make accommodations available to applicants with disabilities upon request during the recruitment process.

HUMAN RIGHTS STATEMENT

BELFOR (Canada) Inc. strives to ensure that its employment practices are free from direct and indirect discrimination and is committed to upholding the human rights of those participating in the hiring process. In pursuit of this commitment, **BELFOR (Canada) Inc.** will not condone or tolerate any acts of discrimination or harassment under any of the grounds protected under human rights legislation. This commitment extends to the hiring process and throughout the course of employment.