



## McCrum's Office Furnishings

**Position:** Senior Lead Hand

**Division:** Logistics

**Reports to:** Delivery & Installation Manager

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### Summary

McCrum's Senior Lead Hand delivers the ultimate client experience through strong leadership, coaching of crew members and participation in installations to ensure assigned projects proceed according to plan. This position directs large teams of installers for installations to ensure timely completion, high quality of service and cost-effective management of labour and installation resources. This position is responsible for representing McCrum's to the client on-site and as a liaison to employees on the project. The Lead Hand functions as a crew leader and works under the direction of, and may represent, the Project Manager on projects.

### Key Tasks and Responsibilities

#### Leadership

- Accountable as site representative, to resolve project issues with client, provide quality assurance and deliver exceptional customer service
- Develop and communicate daily work strategy to the crew, including task assignments, break and lunch periods, etc.
- Oversee and participate in installations to ensure adherence to schedule and quality; utilizing McCrum's resources, as required, to resolve problems
- Effective communication with client to describe work plan, respond to inquiries and concerns as well as advise if any difficulties arise
- Carry out the final walkthrough with the customer, reporting any deficiencies
- Communicate job progress, issues, successes, client requests and concerns to project team including the sales person, CSR and PM on at least a daily basis;
- Provide supervision for employees with consultation and approval of D&I Manager or Operations Manager
- Complete all required paperwork relative to work orders, crew hours, deficiency reports, action reports, etc., and submit to the office promptly

#### Delivery & Installation

- Work with assigned installers to achieve high quality installation following manufacturers' specifications and blueprints, loading and unloading and site cleanup
- Perform minor repairs on site (e.g. damage to locks, refabrications, etc.)
- Maintain detailed and complete administrative records of installation project work, including time sheets, receiving documentation, change orders, product returns, etc.
- Communicate and document project status, problems and punch-list to dispatch, sales personnel and sales support, and to project management personnel

## Driving

- Perform thorough pre- and post-trip inspections, reporting deficiencies when identified
- Ensure the load is balanced, padded and strapped appropriately
- Operate assigned vehicle in a safe and courteous manner, following all applicable laws, as well as McCrum's policies

## Health & Safety

- Must follow all applicable Health & Safety policies
- Ensure work area is kept tidy and clear of debris
- Monitor effective use of tools, lifting, no horseplay, etc.
- Provide guidance and the appropriate forms in the event of a workplace injury

## Qualifications

- A minimum of 10 years of experience in systems furniture installations is required, with at least 3 years at the Lead Hand level running small installation teams
- Thorough knowledge of the installation process of a variety of different office furniture products and manufacturers gained through experience as an installer (or similar work) is required
- Excellent communication (verbal and written) skills are required to relate to, influence, persuade, convince and motivate crew members, sales people and customers as well as to maintain accuracy and quality of required paperwork
- Highly developed teamwork and interpersonal skills as well as the ability to train and assist colleagues in new processes
- A commitment to excellence in maintaining accuracy, attention to detail and meeting established deadlines
- Ability to maintain a high level of professionalism at all times in order to maintain customer confidence while effectively dealing with complex issues
- The ability to assess situations with a view to communicating with or involving the sales person and/or operations management when necessary to address customer needs
- The ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
- Ability to read and interpret blueprints, floor plans, and other diagrams and schedules is required
- Solid knowledge of the use of hand tools required
- A valid Class 5 Alberta Driver's License (or provincial equivalent) is required
- The ability to lift and manipulate heavy objects (in excess of 40lbs) in tight or awkward spaces is required
- Previous experience in a leadership role is an asset
- A valid Class 1 or 3 Alberta Driver's License and/or tow motor certificate are assets