



Job Description

POSITION: Commercial Field Team Leader	STATUS: Full-Time
DEPARTMENT: Service - Hamilton	REPORTS TO: Service Administration Manager
HOURS WORKED WEEKLY: 40	COMPENSATION: \$86,000-\$100,000/yr
CREATED: July 16, 2020	REVISED: February 28, 2021, June 23, 2021

JOB SUMMARY

This position creates estimates, manages projects, supervises team members, and performs electrical design consultations with clients.

The performance is measured against set department goals and targets.

DUTIES

- Set expectations and guide team members to ensure compliance with internal and external standard operating procedures
- Provide technical expertise and solutions for customers and team members
- Lead team members by ensuring installations meet scope, budget, client expectations, quality control measures and compliance rules and regulations
- Participate in staff hiring initiatives, carry out performance reviews and create and execute team training initiatives
- Perform site visits to ensure quality installations and customer satisfaction
- Review warranty calls and heightened customer concerns as needed
- Review regulatory deficiencies and educate team members on code updates
- Recommend inventory and tool purchases to maximize efficiency and increase profitability
- Assist in department marketing initiatives and sales ventures
- Provide comprehensive estimates using approved software and in line with company standard operating procedures
- Nurture existing customer relationships through quality service and regular check-ins
- Work hands-on as required to meet department workload demands
- Support Kraun team members to promote technical growth, confidence and job satisfaction
- Monitor budget expenditures and seek approval for any overages
- Perform other duties as assigned

EDUCATION

- 309-A Electrician Construction-Maintenance License is required



EXPERIENCE and SKILLS

- Proven work experience as an electrician in industrial, commercial and institutional environments is required
- Three years of team and project management experience is required
- Thorough knowledge of safety procedures
- Excellent critical thinking and problem-solving ability
- Excellent physical condition and flexibility to work efficiently and whenever needed
- Able to work independently to diagnose and solve problems quickly
- Able to work within a schedule-driven environment, with the ability to meet deadlines and manage work tasks efficiently
- Able to quickly learn software programs
- Communicate clearly in English with a variety of audiences about various subject matter(s) and inspire buy-in both internally and externally
- Able to build and act on a department success plan
- Must be able to collaborate effectively with many different people and personalities

TOOLS PROVIDED BY KRAUN

- Computer technology, cellular telephone, marketing material, a vehicle

WORKING ENVIRONMENT and PHYSICAL DEMANDS

The working environment includes but is not limited to lifting and carrying a minimum of 50 pounds without assistance, working and meeting in customer spaces, and driving extensively.

The physical environment requires the employee to work both inside and outside in various environmental conditions. May be requested to work overtime and weekends to support team members and carry out installations.

This job will require periodic visits to job sites; therefore, the individual must drive/walk/navigate.

REQUIREMENTS

Due to the on-site job site requirement(s), the incumbent must hold a valid G driver's licence in Ontario and maintain a clean driving record.

This position must also pass a background screening and provide a criminal reference check.

SUPERVISORY REPORTS

Apprentice(s) and/or Electrician(s)