

Steamatic of Sacramento Job Description

Job Title: Estimator, Sales & Marketing Representative
Department: Sales & Marketing
Reports To: Sales & Marketing Manager or General Manager
FLSA Status: Exempt/Commission

SUMMARY: Represents Steamatic in estimating, bidding and assigned marketing calls. Initiates and or responds to and oversees assigned projects for all services provided by company to ensure goals and objectives of project are accomplished within prescribed time frame and funding parameters. Pursues new client sales and opportunities and maintains current client base. Maintains company image and promotes company core values when dealing with clients and the public. Other duties may be assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Include but are not limited to the following.

1. Receives and responds to daily inquiries as assigned. Receives and responds to emergency service request and "after hour" service request, 24/7/365 within 1 hour as assigned.
2. Inspects and provides written estimates to clients within 48 hours. Written scope of work to be completed within 24 hours for all emergency service projects.
3. Determines time frame, funding limitations and general procedures for accomplishing projects and determines staffing requirements for various phases of projects to accomplish the sale.
4. Provides and secures company approved contracts, agreements, change orders and other binding legal documents according to the type of services provided. Identifies projects requiring contractor and subcontractor preliminary lien notices.
5. Provides Operations Department with written scope of work, photos and diagram for project. Alerts Operations Manager or those assigned by Operations Manager to work plan, special concerns, and scope of authority at jobsites for difficult or unusual projects.
6. Provides Customer or Occupant with SOS "What to Expect During the Project" information flyer that describes generic work, break and scheduling information.
7. Requires familiarity with and a demonstrated understanding of the standards of care for cleaning, restoration and remediation, including: **S100 Standard Reference Guide for Professional Carpet Cleaning; S500 Standard and Reference Guide for Professional Water Damage Restoration – 2006; S520 Standard and Reference Guide for Professional Mold Remediation - 12/2003; NADCA ACR 2006; ASCR (RIA) NIDR Guidelines for Fire and Smoke Damage Repair.**
8. Maintains existing customers and develops new customer contacts.
9. Receives and completes on-call assignments as scheduled.
10. Completes and submits billings within 5 working days of project completion.

Measures of Performance:

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The Estimator/Sales & Marketing Representative shall be performing in an acceptable manner when the following have been accomplished:

1. Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well independently.
2. Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares knowledge with others.
3. Interpersonal Skills - Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
4. Communication – Writes and speaks clearly and informatively; Edits work for spelling and grammar; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills.
5. Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
6. Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
7. Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
8. Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.
9. Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

Bachelor's degree in a business related field, or a minimum of 3 years technical experience in restoration and or construction industry. Knowledge of carpet installation equipment; carpet, drapery, and upholstery equipment; air duct cleaning equipment; associated

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cleaning equipment and tools required for cleaning and restoration, sewage and mold remediation, water damage restoration standards, fire damage restoration standards, mold remediation standards desired.

Language Skills:

Ability to read and comprehend written and verbal instructions and correspondence in English, ability to spell and write simple correspondence; produce written, daily work activity reports, ability to effectively present information in one-on-one and small group situations to customers, clients, and other Steamatic employees.

Mathematical Skills:

Ability to add and subtract two and three-digit numbers and to multiply and divide with 10's, 100's, and 1000's. Ability to perform these operations using units of American money and weight measurement, volume, and distance, and ability to apply concepts of basic algebra and geometry.

Reasoning Ability:

Ability to apply common sense to carry out detailed and somewhat involved written or oral instructions. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills:

To perform this job successfully, an individual should have the ability to quickly learn and function within computer software programs including but not limited to: accounting program, estimating program, job processing program, contact management program; and publication/graphics programs.

Certificates, Licenses, Registrations:

1. Current California Driver's License with no current moving violations (Class 2 desirable) is required.
2. 3-5 years acceptable driving record is required to be insurable on Steamatic's auto insurance policy.
3. Full-face respirator certification desirable, but not mandatory.
4. Any IICRC, ASCR/RIA, CCI, ISCT, NADCA or other recognized trade organization certification that educates and certifies candidates in the fields of cleaning and/or restoration is desirable, but not mandatory.

Physical Demands:

While performing the duties of this job, the employee is regularly required to use hands and fingers to handle or feel objects, tools, or controls and, to talk and hear.

The employee frequently is required to stand, walk, reach with hands and arms, and taste or smell.

The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl.

The employee is often required to work near moving mechanical parts, occasionally in high, confined, or precarious places.

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Employee is frequently exposed to fumes and/or airborne particles, toxic or caustic chemicals, risk of electrical shock and vibrations.

The employee is exposed to outside weather conditions, which may be wet, humid, cold, hot or extreme heat.

The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 100 pounds, with a lifting partner.

Specific vision abilities required by this job include close vision, distance vision, color vision, and depth perception.

The noise level in the work environment varies from moderate to loud.

Health and safety training programs provide employees with the necessary skills, education, awareness, and safety gear to deal with these conditions safely.