

Job Description

Position Title: Sprinkler Inspections Supervisor
Department: Service Department
Reports to: Service Department Manager
FLSA Status: Exempt – Fulltime
Revision Date: October 2022

Job Summary: The Sprinkler Inspection Supervisor is responsible for daily operation of the Sprinkler Inspection Department. This position requires interaction with customers as well as internal departments: Customer Service, Systems Service, Sales, Sprinkler Department, the Shop and Shipping/Receiving Department

Essential Duties and Responsibilities: *The following list is intended to describe the general nature and level of work performed by employees in this classification. It is not designed to contain or be interpreted as an exhaustive list of all responsibilities, duties and qualifications required of employees assigned to this job. The employer reserves the right to change or assign other duties to this position. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.*

- Customer Service Responsibility:

Responsible for departmental employees' effective and timely customer communications. Ensure customers receive accurate and detailed paperwork, including inspection reports in a timely manner.

- Productivity Improvement:

Responsible for training personnel, building a team with the skillset and customer service focus to support and growth of the company. Accountable for the efficiency and productivity of the non-union inspection team. Ensures that fair and effective performance measurements are assigned and that employees are motivated to achieve and/or exceed their assigned goals and objectives. Conducts employee evaluations and/or communicates performance improvement strategies and actions with the Department Manager.

- Employee Development:

Empowers, organizes, and develops the non-union sprinkler inspection technicians into a cohesive and effective team trained and motivated to grow the business. Identifies areas such as sales skills, business and product knowledge, and customer service where training and development can enhance the department's ability to meet current and future business needs.

- Safety Compliance:

Ensures that all employees comply with company safety standards.

Duties and Responsibilities Continued:

- Assure non-union technicians have proper equipment and tools needed.
- Work with the Service Sales Manager to support training with the service sales team (may include going on sales appointments), non-union sprinkler inspectors and fire alarm service technicians.
- Work with and support the customer service coordinators for scheduling and technical support.
- Responsible for departmental employee training program: creating curriculum, updating the program, ensuring employees obtain professional certifications, maintain training records
- Work directly with customers to resolve any known issues.
- Interview and hire new employees for the non-union sprinkler inspections.

- Perform employee evaluations in a timely manner for the non-union sprinkler inspectors.
- Assure that all equipment is properly calibrated, and certified and outdated equipment is replaced if needed.
- Train non-union employees to perform inspection and testing.
- Train all non-union inspectors on FirePro 365 mobile app.
- Complete all necessary reports to comply with AHJ, insurance, or state regulations.

Job Requirements:

- Knowledge of all NFPA codes and standards
- NICET I Certification at minimum
- 5+ years of experience in the fire protection industry
- At least 2 years of management/Supervisory experience
- High school diploma or equivalent
- Ability to read and understand installation design/drawings.
- Current driver license and driving record that meets company requirements.
- Must pass a pre-employment background check and drug screening.
- Must have excellent communication skills, both computerized and verbal
- Computer skills: Intermediate computer skills required, including proficiency in Microsoft Office.
- Reports to the Service Department Manager

Work Environment/Physical Requirements:

- Work offsite at customer facilities – clean/unclean conditions, hot/cold conditions.
- Ability to lift 50+ pounds.
- Work may include climbing ladders.
- At certain job sites, safety shoes, hard hats and other safety apparel may be required.

Goals:

- Improve department efficiencies.
- Identify tooling needs for the non-union sprinkler inspectors.
- Develop cost saving and problem-solving solutions to support company.
- Schedule support for union field service technicians.
- Determine department issues and aid in development of solutions for concerns.
- Maintain 100% customer satisfaction.

What we offer:

- Medical, dental, and vision benefits following 30 days of employment
- Paid PTO during your first year
- 7 paid holidays
- 401K plan with company-matched funds
- Company-paid life insurance, long term disability insurance
- Option to purchase supplemental benefits
- Referral program

Direct Applicants Only - No Third-Party Recruiters-

For consideration: Please click on the link below to complete our employment application and click on **Apply Now**.

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