

FURNITURE INSTALLATION SUPERVISOR

POSITION SUMMARY:

Coordinate and schedule daily activities related to the delivery, installation and repair of contract furniture, transactional/catalog furniture, and facility supply products. This position reports directly to the Manager of Installation Services and Logistics.

PRIMARY RESPONSIBILITIES:

- Supervise and direct the daily workflow activities related to inbound receiving, scheduling, delivery, installation, service and repair activities of the installation group; may direct workflow of Third Party Installers.
- Oversee activities related to pulling, staging, and loading of product into delivery vehicles
- Train, evaluate, discipline delivery and installation associates as needed
- When using Third Party Installers this position will be responsible to maintain service levels with the vendor with regard to quality, accuracy, customer satisfaction and related performance metrics
- Coordinate with various sales teams, design, operations and project management team members on installation project dates and timelines
- Study and standardize procedures to improve efficiency of process both in the warehouse in the field.
- Assist in problem resolution and troubleshooting to resolve customer issues Maintain time and personnel records
- Observe and enforce both local, state, and federal OSHA and DOT safety rules and regulations
- Encourage safe work behaviors and promptly correct conditions and unsafe behaviors which may lead to accidents
- Serve as project lead for delivery and product installations to ensure installation goes smoothly on an as needed
- Other duties as assigned by management

REQUIRED QUALIFICATIONS:

- High school graduate or GED diploma
- One (1) year experience managing furniture installation or installation experience at the product delivery/installation level
- Must be at least 21 years old with a valid drivers' license required
- Ability to become DOT certified

Preferred Qualifications:

- Previous lead or supervisory experience
- Ability to effectively manage activities of the Delivery/Install/Repair associates and may oversee the activities of Third Party Installers
- Strong communication skills, both verbal and written
- Strong interpersonal and customer relations skills
- Demonstrated strong time management and organizational skills
- Proven good leadership skills
- Ability to work under short lead-times and deadlines
- Computer literacy including competency related to Microsoft Windows based desktop applications
- Ability to read construction prints and CAD installation drawings
- Demonstrated competence in writing installation project and problem reports
- Ability to manage customer relationships during the installation process

BENEFITS:

- HMSA medical, prescription, dental and vision insurance coverage.
- Holiday, vacation and sick leave
- Participation in 401K
- Employee Discounts

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