

## Job Description

Snow Removal Crew Supervisor

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Reports To: [Operations Manager Name]

### What does it take to be a Crew Supervisor?

Being a crew supervisor at Courtland PPM is a very important position and should not be taken lightly. The crew supervisor should strive to help create and be a part of a company that has a great working environment, produces quality work and delivers customer satisfaction and service.

The crew supervisor is the eyes and ears of the management team on all customer sites. They must be trusted to lead, report, trouble shoot, ensure quality and take on a great deal of responsibility in a manner that is in the best interest of the company. The crew supervisor has to be a forward thinker and have very good people, equipment and job management skills.

In becoming a crew supervisor you need to be fully aware of the safety policies set forth by Courtland PPM. The crew supervisor should fully understand the high importance placed on safety as they are directly responsible for the safety of their crew.

Consider the company's image; therefore always think of ways that best portray a professional image. Clean equipment, uniform, job sites and language to name a few.

### Responsibilities

#### Job / Site Management

- **Leadership...** Provide leadership on job sites or any workplace, to ensure that the job or tasks are completed in the most efficient and professional manner, to the utmost customer satisfaction and job quality. Lead crew in snow removal and many other tasks laid out by management staff.
- **Communication...** Facilitates communication between the customer, staff and employees. Customers should be informed of job scheduling, progress and be made aware of any changes, even if it is written communication at the end of the day. The crew supervisor should be able to confidently answer most questions from the customer directly. If they can't they need to find the proper answer immediately. Communication should be very polite at all times. Remember the customer is always right. If there are issues with the customer have your manager talk to the customer directly. The crew supervisor is responsible for communicating any questions received from the customer to management so that it may be resolved immediately.  
They must communicate instructions and criticisms to their crew so that work is performed quickly, safely, efficiently and with the highest quality. The crew supervisor is a liaison between management and the employee.  
An open line of communication should be established between themselves and their manager. They need to communicate; employee performance, job changes, material requirements, problems that occurred and the resolution to those problems and final job wrap up.

Suggestions on how to be more efficient should always be discussed and ideas should always be shared. Profane language is not professional or tolerated.

- **Quality...**The crew supervisor is in charge of producing the highest quality of work to represent Courtland PPM. Be a perfectionist if needed. Ensure every location is clear of snow and salt is applied etc. Step back and look every once-in-awhile and try to see things through the customer's eyes. How would you want to see it if you were the paying customer? Job quality is found in the fine details and the last few minutes on site.  
Make sure the design is followed to perfection. Do not change the plan unless the appropriate sales or management staff is notified.  
Make sure the site is always clean, tools are placed on site safely and neatly, strive to be as un-invasive on site as possible and always make sure the site is spotless when the job is complete. Quality work is achieved by using undamaged, high quality materials. If a product shows up on site that is not of the best quality send it back and inform management. Don't use the materials if we are going to have to change them later.  
Quality work is also produced by using the best equipment in perfect working condition.
- **Job Flow...** The crew supervisor is responsible for keeping the company's profitability in mind at all times. This means that a good plan for the job or site is always the first priority. Always make sure staff is working the instant you arrive on site. Lunch and break and day end should be planned and taken during appropriate times. At the end of every day a game plan should be made for the following day and everyone on the crew should be made aware of it.  
Materials needed to complete the job need to be taken by the crew or pre-arranged for delivery to site in advance or on a just in time system. All quantity errors should be properly recorded. Priorities should be made, communicated to staff and maintained throughout the job or site visit. Make sure the entire crew is aware of what needs to be done. Everyone should be thinking of the next task while completing the task they are on.  
  
Know what equipment and tools are needed for the job before the job begins. Plan out ways to make as little damage as possible, so the clean-up takes less time. After you are done with the equipment make your manager aware so they can use it on another site if needed.  
When problems arise find ways to work around them as efficiently as possible. Have a back-up plan, change tasks and be creative. Problems will happen... its how you deal with them that make or break a job. Always consider the 'Big Picture' and try your best to work within it.
- **Equipment...** The crew supervisor should be competent on all equipment used on site. If the crew supervisor is not familiar on the use of certain equipment they should seek out instruction from a manager and use that equipment off the job site until they are fully comfortable.  
The crew supervisor is responsible for the cleanliness and care of all large equipment, small engines, vehicles and hand tools on their site. Basic maintenance items such as greasing, tire pressure and oil level (examples) should be completed on site when need by the crew supervisor or the crew. All equipment is to be kept spotless, free of garbage and in proper working order.
- **On Site Security...** The crew supervisor would be responsible for the hazardous areas on site by using standard safety equipment to do so (Eg. Pylons). They will also ensure the safety of the public on site by stopping work in the area if pedestrians are present in the immediate location. Crew supervisors must follow all security measures put in place by the customer regarding secure areas, locking door/gates and keeping all codes confidential.

## Safety

- **Responsible...** First and foremost, along with management the crew supervisor is directly responsible for the health and safety of their entire crew under their supervision. This cannot be overstated or taken lightly. If a serious accident happens, large fines could be given by the MOL to the crew supervisor, manager and company.
- **Training...** The crew supervisor will be asked to properly train staff on the safe and effective use of equipment and tools. They will have to sign off on the fact that they have done so. Staff under the crew supervisor should receive constant communication in regards to the continued use of equipment so they may become more proficient.
- **Safety Policies...** The crew supervisor is responsible for enforcing all Courtland PPM safety policies and those of our customers. They must ensure that they know what PPE is required for each site and that it is worn at all times while on site.
- **Horse Play...** Will not be accepted or tolerated at anytime!

## Viasys

- **Importance...** Proper completion of our Viaesys system is a crucial step that must be completed each day. Courtland PPM uses this information for; billing the customer, paying employees, tracking profitability, tracking time on-site, tracking materials and much more. As a crew supervisor data entering information into the Viaesys system with every detail is not a waste of time, it is a necessity.  
It is very important to properly track the staff's time during the day. It is how they are paid. At the start/end of each day confirm the start and end time with them. Ensure proper log in/log out is implemented in your crew.
- **Viaesys...**
  1. **Work Orders**
  2. **Routes**
  3. **Crew log in/log out (with picture)**
  4. **Site pictures**
  5. **Material/work performed tracking**

## Crew Supervisor Forms

- **Importance...** Proper and thorough completion of these documents is a daily occurrence. These documents will assist in training, safety awareness/training and employee recognition/corrective behaviours.
  1. **Return Forms**
  2. **Incident and Accident Forms**
  3. **First Aid**
  4. **Hazard reporting**
  5. **Practical training records**
  6. **Employee warning**
  7. **Personal Injury Reports**
  8. **Safety concerns**
  9. **Work refusal**
  10. **Near Miss**
  11. **Utility Damage**
  12. **Theft and vandalism**

Each crew supervisor is given a handbook. It contains many different forms that need to be filled out whenever certain situations arise. Familiarize yourself with this book and know when to use it.

- **Before you start...** The crew supervisor is responsible for making sure they have all the proper paper work including:
  1. **Daily Route**
  2. **Locates**
  3. **Permits**
  4. **Work Orders**

## 5. Safety Sheets

- **Receipts...** All receipts, invoices and signoff sheets provided by companies delivering goods to site must be handed in to the manager daily. If you have permission and purchase something with your own money, hand a receipt immediately. If you don't provide a receipt you will not be reimbursed.

### Staff

- The crew supervisor is responsible for all crew members and their time, professionalism and overall customer perception. The staff must be wearing company issued clothing at all times. Limit cell phone use to the appropriate times of day and make sure lunch and break guidelines are upheld.
- All company policies should be monitored and enforced. Remember to lead by example.
- It is very important to create a 'team' atmosphere. Keep the work day upbeat and fun, but with the end goal of efficiency in mind at all times. Teach and guide new crew members from day one, let them know your expectations.
- Always promote good company morale.
- Resolve conflicts within the crew right away. Do not let them fester. Be fair and search for a win-win situation.
- Always be constructive when giving criticism. Explain what they are doing wrong and how they can fix their mistakes. Encourage feedback.

### Evaluation

Crew supervisor, just like general staff need to be evaluated. These evaluations will rate the individual on the effective use of our pillars within themselves and their crew.

### Character

- **Honesty/Integrity...** truthfulness, sincerity and soundness of moral character.
- **Punctuality...** does the employee adhere to time frames?
- **Dependability...** does the employee monitor projects and exercise follow-through?
- **Humble Spirit...** not arrogant. Modest and respectful.
- **Attendance...** do they miss meeting? How often are they off?
- **Judgment...** does the employee analyze problem/issues correctly?
- **Patients with others...** willing to work with others to help them preserver.
- **Discipline...** controlled behavior resulting from training or self-control.
- **Appearance...** is the person always wearing a clean, tidy uniform. Is the person themselves tidy?
- **Cooperation...** How well does the employee work with other staff and management?
- **Initiative...** Does the employee seek out more responsibility?
- **Attitude...** does the employee have a positive attitude toward assigned tasks and other employees?

### Tasks

- **Acceptance of Responsibility...** does the employee readily take on responsibility?
- **Work Ethic...** does the employee work consistently hard?
- **Directional Skills...** do they navigate well? Do they remember how to get back to a site?
- **Willingness to Invest Time...** is the employee willing to improve upon their skills with the help of others at Courtland PPM or on their own time?
- **Work Habits...** to what extent the employee displays a positive, cooperative attitude toward work assigned and the requirements.
- **Quantity of Work...** does the employee perform work in a timely, productive manor?
- **Execution...** how well does the employee complete tasks? Start to finish?

- **Quality...** do they ensure perfection on the job or assigned task?
- **Independence...** how well does the employee work without supervision?
- **Problem Solving...** is the employee a 'free thinker'? Will they make an educated decision on their own and stick behind it?
- **Communication...** Does the employee express ideas clearly both orally and in writing, listen well and respond appropriately?
- **Knowledge/Skill/Abilities...** does the employee exhibit the required level of job knowledge and/or skill to perform the work?

### **Property/Equipment**

- **Help keep the yard clean...** does the employee pick up after themselves? Do they pick up litter?
- **Helps keep our shop clean...** do they put stuff back in the shop where it belongs?
- **Cleanliness of Customer Site...** do they help maintain a clean site at all times?
- **Able to see the 'Big Picture'...** can they see the work that needs to be done and prioritize it? Do they work day to day with the profitability of Courtland PPM in mind?
- **Do they Cause Unnecessary Damage...** does the employee do their best to avoid causing damage to properties while on site?
- **Keeps Equipment Clean...** how well is the equipment cleaned? Are they efficient while cleaning?
- **Uses Equipment Properly...** is the employee competent on the equipment they have been trained to use?
- **Reports all Damage of Equipment...** do they let the shop supervisor know of damage ASAP? Do they follow proper lock-out procedures?
- **Performs Circle Check...** how well do they fill out the reports? Every day? All equipment?
- **Overall Safety of the Employee...** how safe is the employee?
- **Mindful of Surroundings While Using Equipment...** do they cause damage to equipment or properties?
- **Takes Proper Equipment to the Job...** do they plan ahead and remember all equipment and tools needed for the task at hand?

### **Management / Leadership**

- **Accepting People...** will they accept others for who they are?
- **Giving Constructive Criticisms...** do they help others by giving good instructions and corrections?
- **Appreciation People...** do they give credit and thank others?
- **Following Company Policies...** do they follow ALL rules and guidelines set-out by Courtland PPM.
- **Encouraging People...** do they try to get the best out of people by being positive and helping?
- **Completion of Required Paperwork...** does the employee complete all required paperwork and help management collect paperwork from other staff?
- **Customer Relations...** how well does the employee interact with the customer?
- **Seeking a 'Win-Win' Arrangement...** does the employee settle crew conflicts by finding a common ground?
- **Helping People Accomplish Tasks...** do they chip in and help others on their crew and other crews too?
- **Overall Crew Safety...** how is the safety record of the crew?
- **Cost Improvement...** does the employee come up with effective ways to increase profit and decrease downtime?
- **Organization...** how organized is the employee? Do they plan ahead?

- **Leadership...** do they lead by example? Have they earned everyone's respect?
- **Delegations...** are they able to assign tasks to co-workers clearly and effectively?

**Strive to be a part of a company that:**

- Has a nice working environment
- Produces Quality work
- Provides Excellent Customer Satisfaction
- Benefits all Parties Involved