

JOB DESCRIPTION OF A FIELD SUPERVISOR

Experience:

2 to 3 years of proven experience in the area of supervising installers on several possibly large long time protracted and small projects.

Job Skills:

Knowledge of Microsoft Project or related scheduling software tools.

Can implement effective planning, scheduling, and management of materials and labor resources using CPM (Critical Path Method) and PERT (Performance Evaluation Reporting Technique)

Must type 40 wpm.

Must have knowledge of word processors and spread sheets.

Possesses knowledge and skill in the process of building:

- Audio for speech reinforcement

- Audio for program playback

- Video for TV Studios

- Video for presentation and display.

- Knowledge in control system operation and configuration.

- Knowledge in power systems as it relates to a/v.

- Knowledge in computer technology as it relates to a/v

- Knowledge in communications technology.

Must know how to decipher architectural and engineering drawings.

Must have fundamental understanding of electronics

Must know how to read and draw schematics

Personal Skills:

Communicate effectively in both written and verbal manner to management and subordinates alike.

Communicate effectively to all related trades as well as to the customer.

Manage and execute projects effectively through allocated resources.

Commitment to integrity and personal growth.

Continued Education in micro computing multimedia and communications related technology. Ability to negotiate. Improve personal salesmanship. Constantly improving personal effectiveness.

Knowledge/Education:

Prefer associates Degree in Engineering, Electronics engineering, Management, and Computer Science.

Possesses knowledge:

- Fundamental of acoustics

- Audio for speech reinforcement

- Audio for program playback

- Video for TV Studios

- Video for presentation and display.

- Knowledge in control system operation and configuration.

- Knowledge in power systems as it relates to a/v.

- Knowledge in computer technology as it relates to a/v

- Fundamentals of AutoCad

Career Path:

Management path:

The Field Supervisor most likely path is to advance to Project Manager with.

Technical Path:

This person can advance their technical skills to achieve expert status and engage in Consulting and/or Systems designer.

Sales path:

Depending on the persons selling skills this person can move into sales by demonstrating their abilities to bid effectively on projects or convincing customers to purchase more product and/or services.

Responsibility:

Manage and turnover a system of uncompromising quality that exceeds all written specification and customer expectation.

This person must execute his/her job under the guides of total quality management and premised on the philosophy of Edward Demings.

To obtain the highest customer rating possible.

Confirm that the design (whether consultant or UTS) will work. Confirm *Engineering and Project Management* check list for UTS's overall throughput process.

Confirm all progress according to the *Field Procedure, Installation Procedure, and Task List* checklists.

Constantly seeking improvement in the installation process by improving the checklist against each project completed.

Insure conformance of the equipment list, drawings, and bid specifications.

Initiate projects according to procedures established in the Operations Manual. It is critical that the Field Supervisor understands that his/her role generated revenue by primarily saving cost and time. In addition, the Field Supervisor is in a unique position to generate "extra" revenue by locating where improvements can be made that benefit the customer.

Coordinate ordering and delivery of equipment on time.

Coordinate between the Project manager, the designer, client, and associated trades. Maintain project schedule in accordance with the project's plan.

Meet all established milestones.

Work very closely with the in shop supervising technician in laying out the cable forms and equipment location to insure optimum performance as if they were in the field.

Familiarize with the system during and after staging at a convenient time.

Review hookup drawings thoroughly and have basic understanding of the relationship between the cable pull and hook-up drawings.

Oversee the implementation (via submittal of approved drawings) of final installation of custom metal work, wood work, etc.

Perform thorough testing and staging. Use the Operations Manual section on field report system performance.

Conduct proof of performance test.

Get the approval of a colleague of quality assurance before system shipment. Bring the project in under the estimated merchandise cost and labor as well as miscellaneous pass along cost.

Oversee shipment.

Supervise field installation. Provide coordination with other trades for proper installation of our system.

Progress reporting to the Project Engineer (manager) on jobsite conditions and installation.

Perform acceptance tests.

Unless otherwise, direct any questions regarding system design or functional capabilities from consultants, architects, and/or clients to the Project Manager.

Provide a complete installation, system testing and check out of the system. Then prepare a staging for the project manager. See *Staging Review* checklist.

Maintain all UTS drawings, equipment and work areas in a neat and orderly fashion.

Compile task sheets for each technician using the UTS task sheet list.

Hand over complete documentation package including completion certificate.

Conduct client training when directed by the Project Manager.

Strive at every opportunity to exceed customer expectations and to obtain the highest customer rating possible. Make everyone aware of the strong engineering technical support and service that we can offer.

Get system formally accepted by getting the customer to sign the Acceptance Form.

**Every Field Supervisor is to achieve a thorough understanding of the system principles, applications, as well as test procedures. The Field Supervisor must be completely knowledgeable of the build process outlined in the Operations Manual. The Field Supervisor will undergo various questions testing his/her knowledge throughout the course of his/her projects.

The advancement of the Field Supervisor is a direct result of how well the above responsibilities are performed.

Measure the customer's appreciation as described by the "Customer". For example, some customers prefer quality customer service instead of lowest pricing. For others timing and delivery is of utmost importance. Therefore, in order to exceed the customer's expectation, a clear definition from the customer must be established at the beginning.