



Job Description, July 2014

Position: Manager, Quality Assurance

Reports to: Manager, Regional

Overview: The Manager, Quality Assurance's primary role is to provide every day leadership to all subcontractors. He/she will lead a team of subcontractors and hold them accountable to deliver our corporate profile while ensuring adequate capacity at all times of the year including peaks and valleys in business volume. Ensuring cycle times are consistently met, quality workmanship and excellent customer service is the foremost priority.

Roles & Responsibilities:

Subcontractor Management:

- Retain an effective and efficient subcontractor team. Recruit and train as required to ensure quality measurements and installations, and ensure that capacity and cycle time requirements are met.
- Attend jobsite visits for newly recruited subcontractors until consistent quality workmanship is displayed.
- Monitor and review subcontractor performance regularly. Perform random unannounced site inspections.
- Meet with subcontractors daily to review their work orders and ensure that their apparel, personal appearance and vehicles meet the corporate profile and expectations of the clients.
- Promote a positive morale and effectively communicate Advance Flooring's Value Proposition.
- Provide field and technical support by phone or on site as required.
- On-boarding and maintain compliance of Installers as per Advance Flooring policy.
- Train installers to follow Advance Flooring procedures for product pick up and work flow process' & document submission (i.e. waivers and invoicing).
- Understand market rates for both costs and retails and perform comp shops as required.
- Understands pricing model and invoicing procedures and train the subcontractor team accordingly.
- Comply with all safety practices and procedures.
- Communicate regularly with Regional Manager on pertinent issues and branch performance.

Customer Service:

- Work to effectively resolve customer concerns/complaints.
- Coordinate corrective action for service repairs.
- Negotiate solutions with customers while ensuring cost control and chargebacks are managed within company guidelines.
- Build strong relationships with client base.
- Assist in store visits and training events as requested by their Regional Manager.

And, other duties as assigned by management.

Qualifications:

- 5-10 years related trade experience and or training or equivalent combination of education and experience.
- Experience in managing subcontractor crews.



- Proven success in similar position.
- Strong communication skills, verbal and written.
- Works well under pressure with limited supervision.
- Strong computer skills.