

Roofing Service Manager

Chemcote Roofing Co.

Position Title:	Roofing Service Manager		
Reports To:	Operations Manager		
Direct Reports:	Service Foreman/Helpers	Department/Division:	Roofing Division
Prepared Date:	2025	Last Revised Date:	06-04-2025

Position Overview

The Roofing Service Manager oversees the daily operations of the service department, ensuring the efficient delivery of roofing services while maintaining high standards of safety, quality, and customer satisfaction. This role involves managing service crews, coordination with clients, and driving business growth through effective leadership and operational excellence.

Key Responsibilities (Essential Duties and Functions)

The criteria for evaluation in this position include, but are not limited to, the following:

Performs daily supervision of crew members and equipment as follows:

- **Team Leadership & Development:** Lead, train, and supervise service crews to ensure adherence to safety protocols and quality standards. Foster a positive work environment that promotes teamwork and continuous improvement.
- **Project Coordination & Scheduling:** Develop and manage daily and weekly service schedules, ensuring efficient crew utilization and timely completion of service requests.
- **Client Relations & Communications:** Maintain open lines of communication with clients, addressing inquiries, providing updates, and ensuring customer satisfaction throughout the service process.
- **Quality Assurance & Compliance:** Conduct regular inspections of completed work to ensure compliance with safety regulations, building codes, and company policies.
- **Financial Management:** Monitor project budgets, track expenses, and ensure profitability of service operations. Assist in the collection of past-due accounts receivable for service-related work.
- **Sales & Business Development:** Collaborate with the sales team to identify and pursue new business opportunities within the commercial roofing sector, focusing on service contracts and maintenance programs.
- **Reporting & Documentation:** Prepare and present reports detailing project progress, financial status, and any issues or concerns to senior management.

OTHER REQUIREMENTS

- Display a professional and courteous attitude toward co-workers, supervisors, clients, etc. at all times.
- Must be willing to work nights and weekends when necessary/required.
- Report to the assigned location ready to begin work at the designated start time.
- Strict adherence to safety requirements and procedures as outlined in the Chemcote Safety and Fire Prevention Program Handbook.
- Strict adherence to Chemcote policies and procedures as outlined in the Employee Handbook.
- Willingness to work in a team environment and assist co-workers or supervisors with other duties as required.
- Timely, regular attendance and reliable transportation is an expectation of performance for all Chemcote employees. Employees will be held accountable for adhering to their workplace schedule.
- Must be willing to take and pass a drug screening, similar but not limited to pre-employment, post-accident, randoms or as deemed necessary by the Chemcote CEO and/or President.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Education/Experience

- High school diploma or GED required. Technical training or certifications in construction/roofing is a plus.
- Minimum 3–5 years of construction/roofing experience, with a proven track record in service operations and team leadership.
- Proven experience as a Leader in the construction industry.
- Strong understanding of roofing installation procedures, flashing, sheet work and membrane systems.
- Ability to read/understand blueprints, project plans, and roofing specifications.
- Certification or training in construction management or a related field is preferred.
- Prefer familiarity with scheduling and project management software.
- Experience in cost control, budget management, and resource allocation is highly recommended.
- Strong goal-oriented objectives.

Work Requirements

- Strong proficient understanding of roofing processes, details, design and manufactures.
- Ability to read and interpret construction plans and specifications.
- Proficient in construction processes, roofing techniques, roofing equipment, hand tools, etc.
- Knowledge and understanding of safety regulations and a commitment to maintaining a safe work environment.
- Ability to problem-solve, make decisions, and adapt to changing project conditions.
- Must possess the ability to be actively involved in job site activities and inspections.
- Must be available to work flexible hours and travel to different job sites within Central Ohio.
- Proficient in reading and interpreting project plans, blueprints, and specifications.
- Strong leadership and decision-making skills with the ability to manage and motivate a team.
- Excellent time management, organizational, and communication skills.
- Certifications: OSHA 30; First Aid/CPR

Knowledge/Skill Requirements

LANGUAGE SKILLS:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write and communicate with simple correspondence using the English language. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS:

Ability to add and subtract two-digit numbers and to multiply and divide by 10's and 100's. Ability to perform these operations using units of American currency and weight measurement, volume, and distance.

REASONING ABILITY:

Applying commonsense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

OTHER:

A valid Ohio driver's license and reliable daily transportation are required for this position.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to stand, walk, reach with hands and arms, and talk or hear.

The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

	Continuous	Frequently	Occasionally	Not Applicable
<i>Bend</i>	X			
<i>Kneel</i>	X			
<i>Squat</i>	X			
<i>Climb</i>	X			
<i>Stand</i>		X		
<i>Walk</i>		X		
<i>Sit</i>		X		
<i>Reach</i>		X		
<i>Drive</i>		X		
<i>Fine motor</i>			X	
<i>Repetitive Motion</i>			X	
<i>Right</i>			X	
<i>Left</i>			X	

This position requires an employee to lift:

	Continuous	Frequently	Occasionally	Not Applicable
<i>0 – 10 lbs</i>		X		
<i>10 – 25 lbs</i>		X		
<i>25 – 50 lbs</i>			X	
<i>50 – 100 lbs</i>			X	

Work Environment

While performing the duties of this job, the employee regularly works near moving very hot mechanical parts, products, and is regularly exposed to wet and/or humid outside weather conditions and extreme heat. The employee is frequently exposed to fumes or airborne particles and toxic or caustic chemicals. The employee frequently works in high, precarious places and is occasionally exposed to toxic or caustic chemicals. Must be physically able to work on roofs, climb ladders, and handle roofing materials and equipment.

The noise level in the work environment is usually loud.

	Continuous	Frequently	Occasionally	Not Applicable
<i>Hot Weather</i>		X		
<i>Cold Weather</i>		X		
<i>Wet Weather</i>		X		
<i>Exposed to Noise</i>	X			
<i>Exposed to High Heat</i>	X			
<i>Moving Equipment</i>	X			
<i>Working with Others</i>	X			

The statements included in this Roofing Service Manager – Roofing Division job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job. Other duties may be assigned as required. Requirements for this job are subject to modification by the Company and its designees, and reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Signature

Date

Print Employee Name