

## Sample Job Description

**Reports to:** Production Manager

**Objectives:** The superintendent oversees construction of individual homes to ensure high-quality work that is produced under budget, on schedule, and to the home owners' satisfaction. The superintendent takes full responsibility for producing homes in an efficient and safe manner through effective management of trade contractors, material suppliers, inspectors, and others on all homes under his or her direction. The superintendent is the primary representative of the company on construction matters. He or she orchestrates the work, coordinates the various complex aspects of the construction process, and trains trade contractors as needed in the performance of their work.

**Responsibilities:**

The superintendent must

- maintain a high degree of integrity and honesty in all business dealings
- be self-motivated and solve problems effectively
- get along well with others and lead by example
- communicate well; know how to listen
- be well organized and thorough
- solve problems within his or her authority
- be emotionally stable and able to work through difficult situations calmly and professionally
- be professional in dress, manner, and conduct; represent the company at all times and everywhere, and maintain a high degree of integrity and company loyalty

In addition, the superintendent must be able to

- read, understand, and resolve inconsistencies and problems in plans and specifications
- understand basic surveying principles and practices and interpret site-specific topography
- understand appropriate scheduling methods
- understand safety practices and procedures and conduct an effective jobsite safety program
- instruct, train, and work with trade contractors and others to ensure compliance with proper material usage, approved construction methods, and operating procedures
- delegate responsibilities to subordinates while remaining accountable for their performance
- make quick, accurate decisions when necessary and take responsibility for those decisions
- use established supervisory and motivational techniques to elicit peak performance from all employees, suppliers, and trade contractors in regard to both quantity and quality

- use a computer, including word processing, spreadsheet, database, and applicable scheduling programs
- plan, organize, and conduct ongoing training sessions for construction personnel and others related to the trades
- situate a home on the lot, establish elevations and depth of excavation, and adjust plans to accommodate specific site and code requirements
- conduct site and preconstruction meetings with home owners
- communicate site changes to drafting and estimating personnel accurately so that the plans and estimate can be revised to reflect accurate quantities of materials for homes under the superintendent's direct control
- maintain effective, cooperative, working relationships with architects, engineers, trade contractors, employees, material suppliers, home owners, public officials, and the general public
- use diplomacy to mitigate negative situations and address home owners' concerns professionally while maintaining excellent relations with them
- integrate all tasks into an organized, controlled, and smooth-flowing system
- coordinate the work of all trade contractors on the jobsite to avoid conflicts and dry runs

The superintendent should also know and understand

- applicable building codes, zoning ordinances, OSHA requirements, and other laws and regulations
- current accounting and other business practices
- performance criteria and construction standards of each trade contractor
- the latest construction industry trends by keeping abreast of professional publications, talking with material suppliers, and through other channels
- how and when to say "no" to home owners without being offensive

The superintendent will

- maintain a current record of all code interpretations and local ordinances for each jurisdiction in which he or she works
- maintain a list of available local qualified trade contractors that strikes the company's desired balance of pricing and quality
- establish and enforce safety measures; ensure that trade contractors perform their work safely, according to OSHA guidelines; and that trade contractors have an effective safety program
- not tolerate unsafe work practices and will take appropriate but firm action to promptly remedy safety violations
- review business forms, checklists, and reports that aid in controlling aspects of the construction process under his or her responsibility
- complete and submit all necessary production reports and information in a readable, accurate, and timely manner
- work with the appropriate manager to establish pricing for custom options
- maintain uniform construction methods within the company

- support company policies and construction standards, suggest improvements within the system, and execute policies to ensure compliance with company quality standards
- attend production meetings, seminars, and training sessions on production-related subjects
- review each job file in advance to make the transition from sales to production a pleasant experience for the home owner(s)
- review estimates of necessary materials and labor for the construction process
- build high-quality homes and achieve high-quality work and home owner satisfaction by effectively managing resources and the construction process
- update construction schedules daily to ensure their accuracy
- use two-week interval schedules to monitor and manage home construction
- review project status reports weekly or as required by company policy
- work with peers to coordinate trade contractor scheduling
- monitor construction times and focus attention of all construction personnel to ensure a smooth, efficient, and continuous flow of work on each individual home
- walk through homes under construction daily
- conduct detailed inspections of each construction phase before authorizing any work for payment, using quality checklists for inspections, quality control, and to ensure adherence to standard operating procedures
- review quality checklists with all trade contractors at appropriate times
- conduct a detailed framing inspection with the framer before framing is completed
- conduct predrywall inspection with the home owner(s) and ensure that all structural, mechanical, and electrical components are appropriately completed
- coordinate utility installation and connections with home owner(s), local and code officials, and utility companies
- ensure that home owners approve and sign completed change orders before changes are made
- review purchase orders and authorize payments to trade contractors and material suppliers by the accounting department, and ensure trade contractors' work is 100% complete before authorizing payment
- write variance purchase orders (VPOs) daily for all items that were not included in the original purchase order and accurately justify the reason for each variance
- coordinate the return of all excess or inferior material and ensure that the company receives credits for these
- maintain a clean, safe jobsite during construction, including on surrounding streets; ensure that neighborhood streets and yards are clean and free of trash and construction debris; and ensure that silt-control fences are in place and functioning properly

- determine alternative work assignments for inclement weather or schedule changes
- work to develop and continuously improve the relationship with local building inspectors, city and county agencies, and other members of the building team
- develop positive customer relations with each home owner based on timely performance; ensure complete customer satisfaction by meeting regularly with home owner(s) and maintaining effective two-way communication with them
- communicate with each home owner at least once a week, or more often as necessary
- keep a communications log with the home owner(s), answer their questions, and address their concerns before, during, and after construction
- keep home owner(s) informed of the status of all allowances
- walk through each completed home before the home owner walk-through to make sure that the home is complete and clean and that it reflects the company's quality standards
- make sure all punch-list items are completed quickly and professionally, and make necessary repairs properly, avoiding quick fixes or cover-ups
- ensure that each home is 100% complete, with no punch-list items remaining before closing, and make sure home owners sign off on the completed repairs
- participate in home owner walk-throughs as necessary to ensure smooth hand-offs of homes to the customer service (warranty) personnel and to ensure that the home owner is happy with the transition
- make sure all final bills have been paid
- work with the accounting department to perform an analysis of each house after all bills have been paid
- assist the customer service (warranty) personnel and trade contractors with warranty service and home owner complaints
- help maintain the construction office, keeping it clean and organized
- drive courteously, conscientiously, and safely, to maintain a good driving record
- accomplish other tasks as required by the position or the production manager