

# Job Description – Trades Manager

## SOCIETY BACKGROUND

Many charity buildings are run down and in need of repairs or upgrades. Some still need to be built. HeroWork is on a mission to change this. Here's how:

1. We work with other worthy charities who want bigger impact but need better or new physical infrastructure.
2. We partner with many businesses, funders, organizations, and individuals to help with a full array of construction services, project supply, hospitality, resources, and more.
3. We organize huge community events in which we complete comprehensive renovations in a fraction of normal time and costs. We call these inspirational events Radical Renovations. They are akin to a modern-day barn raising.

Our goal is to renew and expand nonprofit community infrastructure so that charities can broaden their mandates, become more sustainable, better serve vulnerable populations, and lift up neighbourhoods where these important services are provided.

We have completed millions worth of non-profit renovations in the Victoria region. A typical year will see HeroWork engage well over 100 companies, more than 50 coordinators, and in excess of 600 volunteers, who all provide either goods and/or labour in kind.

## CULTURE

How and what HeroWork accomplishes may seem like a miracle to some, but our results arise out of hard work, deep tenacity, and the adherence to three key values:

1. **Integrity.** We do the right thing. We are honest and open. We are transparent, meaning we say what we mean, do what we say, and stay open to information. We take responsibility for meeting deadlines. We have the professional courage to resolve conflicts as they arise. We do not blame others and are quick own up to our own mistakes.
2. **People First.** We serve as a role model. We assume competency, commitment and caring for every employee and volunteer. We value everyone matters, prioritizing people's well-being and success. We invest in others' growth. We look for ways to align people with their strength. We reward and recognize co-workers, volunteers, and sponsors. We exemplify trusted leadership, willing to place others' needs above their own.
3. **Teamwork.** We work cooperatively together towards a common visions and goals. We encourage open and honest communication that allows everyone to share their ideas and opinions without fear. We understand our roles and how to contribute to the team's success. We work out problems and disagreements that work best for the team. We make time to help others. We treat people with respect independent of their status or disagreement with you.

As a HeroWork employee, we expect full buy-in to these values as you can expect the same from the rest of the team.

## JOB SUMMARY

We are looking for an inspired leader who wants to mobilize community on a grand scale. This person must be of high integrity, able to work independently and with a high functioning team, be self-motivated while staying on task, and willing to ignite others to work together with common purpose so as to create legacies of infrastructure renewal.

HW chapter typically has projects scheduled two years in advance and executes two per year at an average value of \$1.2 MILL. This means that there are always several projects in the planning and mobilization stages at any given time.

During Radical Renovation events extra time and effort are required. Although very inspirational, these events are not easy to complete. They take stamina, resilience, ability to adjust to changed circumstances, and a deep and experienced team who are willing to work collaboratively, share information and lift each other up. But if you want big impact, the effort is worth it.

To effectively manage the renovation project and the site, there are close working relationships between all staff, but especially between the Project Manager, the Trade Manager, and the Executive Director in the delegation, monitoring, and follow up of responsibilities.

The Trade Manager position is unique as it combines two primary skill sets: construction and sales. During a Radical Renovation project, the person is primarily responsible for running the job site and managing the construction process. During the month leading up to the project, the person is primarily responsible for inspiring trades, sub-trades, and suppliers to get involved.

Full list of responsibilities includes:

1. Leadership, culture, and collaboration between team members;
2. Outreach, acquisition, coordination, and relationship management of trade and sub-trade volunteers and groups;
3. Outreach, acquisition, coordination, and relationship management of renovation supply sponsors;
4. Leads site management and supervision for Radical Renovations, ensuring completion and quality control of work within time allotted;
5. Supervises HW Volunteers during projects, with a focus on managing and coordinating trade volunteers;
6. Responsible for participating, enforcing, and role modelling our safety program;
7. Administration and data management associated w position;

8. Takes part in social media and promotion where appropriate;
9. Other tasks and deliverables as required.

#### RESPONSIBILITY BREAKDOWN

1. Leadership, promotion of culture, and collaboration between team members:
  - Role modeling our culture and values;
  - Challenges behaviours that don't fit in our culture;
  - Conduct and communication are open, respectful, collaborative, and solution orientated;
  - Participates in creating a harmonious team atmosphere
  - To collaborate with team members on a variety of areas:
    - Assist in project adjudication as directed by ED:
      - Collaboration on project visioning;
      - Collaboration on project risks;
      - Development of high-level valuation of proposed renovation.
    - Provide input to PM and team members on:
      - Renovation design;
      - Fair market value of projects and cash cost projections;
      - Project requirements;
      - Volunteer scheduling;
      - Renovation site setup designs;
      - Supply lists and scheduling;
      - Post-project deficiency lists.
2. Outreach, acquisition, coordination, and relationship management of trade and sub-trade volunteers and groups:
  - Understand project key messages and develop and master "stories" with which to inspired community;
  - Identify needed trades for upcoming projects;
  - Develop outreach plans and lists;
  - Outreach for trade volunteer and groups via phone calls, email, newsletters, mail out, presentations, etc.;
    - New trade outreach;
    - Existing trade outreach;
  - Onboarding and scheduling of trades;
  - Shepherding and coordination of participation;
  - Maintain consistent connection to suppliers during projects and recruit as necessary to fill last minute holes;
  - Cultivate and recognize trade relationships.
3. Outreach, acquisition, coordination, and relationship management of renovation suppliers;

- Understand project key messages and develop and master “stories” with which to inspired community;
  - Using supply list requirements from PM, identify needed suppliers for upcoming projects;
  - Develop outreach plans and lists;
  - Outreach for supply sponsors via phone calls, email, newsletters, mail out, presentations, etc.;
  - New supply sponsors outreach;
  - Existing supply sponsor outreach;
  - Onboarding and scheduling of supply sponsors;
  - Maintain consistent connection to trades during projects;
  - Cultivate and recognize supplier relationships.
4. Leads renovation site management and supervision for Radical Renovations;
- Leads and manages the construction team, overseeing the construction process;
  - Effectively manages renovation site logistics (inventory, materials, equipment, deliveries, storage, waste, cleaning, etc.);
  - Order materials and/or tools and coordinate the deliveries to conform to work schedules;
  - Reviews progress and materials used, making changes as necessary to ensure deadlines are met. Communicates any resulting schedule adjustments to PM;
  - Conducts daily on-site assessment prior to commencing work;
  - Open job site at the beginning of the day and securing/locking job site at the end of each day;
  - Identify conflicts in construction and communicates them to the project team for resolution;
  - Oversee set up at beginning of project and breakdown at end of project;
  - Provides updates for team during construction;
  - Collaborates with team to run the site.
5. Supervises HW Volunteers during projects;
- Supervises trade volunteers, trade groups, and any delegation of this duty;
  - Inspect and approve work that is performed by contractors, trade professionals or trades people;
  - In collaboration, supervises other volunteers (general volunteers, hospitality volunteers, etc.) as required;
  - Provide daily priorities and instructions to trade volunteers and site managers
  - Supervises the use of machinery and equipment
  - Maintain work standards and outline behaviour expectations to ensure volunteer morale and productivity

- Perform quality control duties and responsibilities regarding the work being performed
  - Performs check in/out as required;
6. Responsible for participating, enforcing, and role modelling our safety program;
- Participate in the development of the Site Safety Plan
  - Responsible for compliance with safety, health, and quality standards
  - Oversee and deliver safety orientation and task hazard assessments
  - Facilitate daily safety toolbox meetings
  - Completes Daily Safety reports
  - Provide first aid, completing necessary documentation and providing documentation to Executive Director
  - Ensure that the job site is always kept in a clean and organized manner
7. Administration and data management associated with position;
- Developing and maintaining trade volunteer shift calendar and data input;
  - Inputting of sponsor and group opportunities into Salesforce;
  - Updating trades and sponsor info and correspondence in Salesforce;
  - Maintains list of sponsors for projects;
  - Completing safety and first aid reports as required;
  - Ensures proper documentation of any safety orientation the TM leads;
  - Develops lessons learned lists after each project for continuous improvement;
  - Submits receipts and invoices on a weekly basis as per protocols
  - Other items as appropriate.
8. Takes part in social media and promotion where appropriate;
- Takes pictures and creates social media posts for TM's direct stakeholders;
  - Assist other staff with the creation of other social media posts as required.
  - Participates in HW videos as required;
  - Participates in media interviews as directed by ED.
9. Other tasks and deliverables as required.

## QUALIFICATIONS

### Education

- Journey person, Red Seal certification or related discipline, an asset
- Red Seal or Gold Seal Certification accreditation, an asset
- Carpentry preferred but other trades considered

## EXPERIENCE

- for qualified applicants, preference may be given to HeroWork volunteers
- minimum three years' experience in the job site level leadership position with construction industry (General Contractor, Superintendent, Foreman, Lead hand)
- 9,540 hours performing the tasks below:
  - applying shop and site safety practices, applying personal safety practices
  - the carpentry trade, using construction drawings and specifications, interpreting building codes and bylaws, planning, and organizing work, performing trade math
  - using hand tools, portable power tools, stationary power tools, levelling instruments and equipment, site layout equipment, ladders, scaffolds, and access equipment, rigging and hoisting equipment
  - laying out building locations, preparing building site, applying excavation, and shoring practices;
  - sales and sales methodology, an asset
- you have experience promoting and monitoring safety culture, ensuring site meets all safety standards
- you have successfully led a team of five or more people
- you have organized and chaired effective meetings
- you have hosted site tours with key stakeholders and building professionals
- experience using:
  - Microsoft Office Suite (Outlook, Word and especially Excel)
  - hand tools, portable power tools, stationary power tools
  - levelling instruments and equipment
  - site-lay-out equipment
  - ladders, scaffolds, and access equipment
  - rigging and hoisting equipment
  - laying out building locations, preparing building site, applying excavation, and shoring practices

## CORE COMPETENCIES

- Leadership
- Teamwork
- Sales Skills
- Communication (verbal, written and presentations)
- Adaptability
- Decision Making
- Planning and Organizing
- Problem Solving
- Results Orientation
- Accountability

## KNOWLEDGE, SKILLS AND ABILITIES

- In-depth understanding of construction operations and processes
- knowledge of construction and building techniques
- knowledge of local and provincial workplace compliance regulations, ordinances, and legislation
- knowledge of construction code
- good computer skills (MS Office Suite: Outlook, Excel, Word)
- ability to read and interpret drawings, blueprints, schematics, and specifications
- ability to lead and inspire

## WORK CONDITIONS

- We have at least two major projects per year that require:
  - working Saturday and Sundays for approximately 8 weeks for each project
  - long workdays for weekend and weekdays
- work on construction site where duties will be performed both indoors and outdoors
- ability to be physically active on a construction job site
- lift up to 75 lbs.
- willingness to jump in where necessary whether that is taking the lead or pushing a broom
- manual dexterity required to use desktop computer, peripherals, power tools, etc.
- willing to work in an exciting, fast-paced environment that evolves quickly.
- valid BC Driver's License

## WHAT DOES THE SUCCESSFUL CANDIDATE LOOK LIKE?

- Must:

- be self-motivated; be able to work independently while staying on task;
- work well with a dynamic, highly skilled team
- know when to reach out for assistance
- be open to accurately sharing their progress and setbacks with others
- be prepared for and comfortable making mistakes.
- take direction well
- give direction more well
- be a "people person"
- be comfortable starting a conversation with strangers.
- have good manners and be confident socially.
- be comfortable leading large groups.
- be flexible on what "Work/Life Balance" looks like.
- be able to manage their time effectively and efficiently while staying organized switching from task to task
- be creative
- be able to handle change elegantly and efficiently

You:

- will **not** know everything
- will ask questions
- will thrive in a well-supported, upbeat, fun, and energetic team working environment.
- will become a community leader
- will have good rapport with local building trades, contractors and others who might positively impact the work we do
- have probably been told "you should go into sales"
- have organized and chaired effective meetings
- have hosted site tours with key stakeholders and building professionals
- are likely at your best when the situation is intense and bordering on being out of control.

## SALARY RANGE AND BENEFITS

- Salary to a maximum of \$72,000, depending on experience.
- Four weeks' vacation (2 weeks' vacation, 2 weeks management supplement).
- Extended health & dental benefits.