

ServiceMaster of Boulder County

Professional Assignment

Title: Emergency Services Project Manager

Purpose: To exercise integrity and professionalism while managing and monitoring our customers' emergencies both in the field as well as from the office. Help to restore customers' peace of mind through exemplary service and communication with all involved parties. Provide accurate, timely assessments and estimates of losses and implement drying strategies that will produce efficient, fast results and profitable margins. Oversee technician's assignments and tasks and verify that labor and job costs are controlled and managed within budget. Ensure good relationships and experiences with our customers to provide memorable professional Disaster Restoration Services. Document all job progress and contacts with all parties daily. Meet all reporting deadlines.

Core Values: To be modeled by the EMS Project Manager

Integrity and Accountability: Conduct ourselves always in a manner consistent with unassailable personal and professional ethics. Treat others with openness and honesty in all interactions and communications internally and externally. Be accountable emotionally and financially for personal and professional mistakes and errors in judgment. Commit to the value by communicating the value at every opportunity to all teammates, customers and stakeholders. View and discuss all problem solving through the lens of this value.

Professionalism: Provide continual support for life-long learning, knowledge attainment, and the development of expertise and skill sets that benefit both the team and the individual through service to the customer. This value is the standard bearer for the perception of our team by our customers and clients, connoting expertise, confidence, and pride in service delivery and in communications with stakeholders on projects. The value serves as a company-wide prompt to be on the lookout for every opportunity to improve all aspects of service and relationships.

People Development through Training and Empowerment: Help people to grow and develop by continual coaching, modeling values, and formal training to become better team contributors, to reach their own potential, and to become effective communicators and decision makers.

Continual Growth and Improvement: Always striving to increase revenues, primarily by becoming a more marketing focused organization. Increasing margins while improving existing and acquiring new techniques, processes, systems and profit centers. Requires that we embrace innovation, small risk-taking, and fast failures; and that we pay attention to and conduct research and experimentation.

Commitment and support for this value should be driven top-down to adjust and adapt to existing and new strategies, training, technology, tools, and programs.

Mission Statement:

Rigorous integrity, accountability, and professionalism in the delivery of our Emergency and Cleaning Services will ensure that we bring Peace of Mind to our customers and clients. We will grow our business by being the primary choice of our insurance clients and we will add value to our clients' relationships with their policyholders. We will invest continuously in the development of our teammates and processes through professional coaching and training and constant improvement of procedures and systems. We believe our appreciating assets are our teammates, our clients, and our community, and we will invest in our community by redirecting a percentage of profits back into the local community with "services-in-kind" as "we are all in this together".

Professional Contributions

- **Ensure efficient crew productivity and scheduling**
- **Provide accurate invoicing and maximize margins on jobs**
- **Keep all parties informed of progress and document**
- **Streamline documentation of drying progress**
- **Ensure that required project timelines are consistently met**
- **Provide continued support and training for team members**

Goals and Projects for period of 9/1/09 thru 10/31/09

- **Complete basic safety training and Water Damage Technician Training level I, II, & III.**
- **Participate in initial emergency services operations on 10 new water losses. Participate in demolition operations on 6 new water losses.**
- **Complete Xactimate training.**
- **Complete MSM/MSA handheld-device data capture training.**
- **Complete 6 accurate estimates in Xactimate.**
- **Monitor 10 losses on your own and collect data in MSM.**
- **Upload 10 daily MMP reports.**

Accountability

Conduct weekly progress report with the EMS Division Manager to provide updated status on outlined goals and projects.

Professionalism

The EMS Project Manager will arrive at work each day prepared to uphold and model the company's Core Values true to your ability. Begin your day neat in appearance, prepared to complete assigned tasks in a timely and proficient manner consistent with our goals and objectives regardless of the time, circumstances and distractions present. The Project Manager will commit to making the best possible use of his time at the office and in the field in carrying out his assigned tasks.