



## **Lead Technician High 5s**

Job Responsibilities, RNC East

### **1. Accurate Site Sealings / Efficient Sealing Times**

Policy Summary: All site sealings must be conducted accurately and efficiently to maintain operational integrity and customer satisfaction.

Procedures:

- Preparation: Review site specifications and sealing requirements before starting.
- Execution: Follow established techniques for sealing, ensuring all areas are covered as specified.
- Timing: Aim to complete each sealing as accurately and timely as possible without jeopardizing quality.
- Quality Control: Conduct a final inspection to ensure accuracy before concluding the task.

### **2. Rig Cleanliness and Upkeep**

Policy Summary: All company vehicles must be maintained in a clean and orderly condition to reflect professionalism and ensure safety.

Procedures:

- Daily Checks: Conduct a visual inspection of the rig each morning and evening ensuring it is clean and organized.
- Cleaning Schedule: Implement a weekly cleaning routine, including exterior washing and interior organization.
- Maintenance Logs: Keep a log of any maintenance performed, including cleaning supplies used and any repairs needed.

### **3. Accurate Setup and Closet Out Reporting in Monday.com**

Policy Summary: All projects must be confirmed to be properly setup, documented and closed out in a timely and accurate manner to ensure transparency and accountability.

#### Monday.com Setup Procedures:

- All technicians on the project are listed under the Assigned column.
- If project is Certified Payroll, confirm that all technicians are entering the Dept Code and the Certified Pay Code for the job into Paycor for proper time tracking.
- Project square footage is confirmed or updated under the Sq Ft column.
- Existing condition notes and photos are uploaded to the Updates section.

#### Monday.com Closeout Procedures:

- Seal Minutes, Pre and Post ACH50 (or CFM50) numbers are entered.
- Completed condition notes and photos are uploaded to the Updates section.
- If required, the Seal Certificate is sent to the client and Ops Manager copied.
- Double-check for accuracy and completeness before changing Work Status.
- Work Date is entered and then Work Status is changed to Complete as final action.

### **4. Accurate Timesheet and Expense Reporting**

Policy Summary: Timesheets must be accurately completed to reflect hours worked and ensure proper compensation.

#### Procedures:

- Daily Entry: Accurately log hours worked daily.
- Certified Payroll: Accurately log hours for certified payroll when applicable and confirm technicians working with you are also doing so correctly.

Policy Summary: Accurate reporting of mileage and Per Diem is essential for reimbursement.

#### Procedures:

- Daily Tracking: When applicable, record mileage for each trip undertaken during the workday, noting starting and ending locations.
- Documentation: Collect and maintain any necessary documentation, such as GPS logs or receipts.
- Monthly Submission: Complete and submit reports by the end of each month for review and reimbursement.



## 5. Mentorship or Field Technician

Policy Summary: Lead Technicians are expected to actively mentor field technicians to support their growth, confidence, and accuracy in all aspects of the installation process.

Procedures:

- Provide daily guidance to field technicians to ensure they understand their responsibilities and are performing tasks efficiently and correctly.
- Coach on skill development by gradually increasing task complexity and giving constructive feedback to help the tech grow in competence and confidence.
- Ensure accuracy by double-checking critical prep and setup work, and correcting mistakes with patience and clarity.
- Train on equipment use by walking techs through proper setup, operation, and maintenance of equipment until they are proficient.
- Model professionalism in communication, customer interactions, and site conduct, setting the tone for the rest of the crew.
- Document and communicate progress to supervisors or managers if a tech is excelling or struggling, so appropriate support or advancement can be provided.

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