

## Position Description

Position:	<b>Emergency Field Technician</b>
Department:	<b>Emergency Services</b>
Reporting Manager:	<b>Emergency Field Services Manager</b>
Hours of Work:	<b>7:30am-4:30pm (on call and additional hours as required) This position may also require travel as needed</b>

## Position Summary

The Emergency Field Technician is responsible for the remediation of property and contents affected by fire, water and mould.

## Roles & Responsibilities

- Ensure Health and Safety Policies and Procedures are being followed by your team as well as yourself
- Ensure Company Policies and Procedures are being followed
- Extract water from flooded properties
- Perform controlled demolition of wet building materials (drywall, carpet, ceilings, cabinets)
- Set up drying equipment on site to reducing drying time and eliminate the risk of mould development
- On site-clean and content manipulation
- List and pack out of affected content
- Processing of content
- Answer property owners questions or concerns
- Daily communication with Crew Chiefs, Project Manager and the Emergency Manager
- Support and participate in continuous improvement activities
- Clean & Sanitize structures affected by Fire, Water, Mould, Sewer Back up and Asbestos.

## Physical Requirements

This job is physically demanding. Emergency Field Technicians are required to stand for extended periods of time, lift heavy objects on a regular basis, and do repetitive tasks.

## Core Competencies

To perform the job successfully, an individual should demonstrate the following core competencies:

### TECHNICAL & FUNCTIONAL

- Demonstrates regular and punctual attendance
- Demonstrates a commitment to safety by following safety rules & guidelines
- Thoroughly understands and follows Work Orders to completion, follows assigned duties and tasks, consistently prepared to attend job sites with appropriate tools, materials and equipment, ensuring all job site documentation is submitted on time
- Provides accurate and quality work, recognizes and learns from mistakes, taking appropriate actions to reduce errors
- Wears PRS approved uniform, demonstrating commitment by acting professional and adhering to corporate values

### CUSTOMER FOCUS (INTERNAL & EXTERNAL)

- Demonstrates dedication to meeting the expectations and requirements of internal and external customers
- Always acts with the customer in mind
- Establishes and maintains effective relationships with internal & external customers and gains their trust and respect
- Demonstrates proven ability to foster collaborative working relationships with internal & external teams

### COMMUNICATION

- Consistently interacts professionally, effectively and in a timely manner within the organization as well as outside the organization
- Consistently establishes and maintains project communication status, expectations and is readily available to report to clients, internal teams and management
- Demonstrates strong written and oral communication skills, including the ability to write and present complete reports

### PLANNING

- Reviews all Work Order information and consults with Crew Chief, Team Lead, Dispatch and/or EPM to understand job scope and equipment/material requirements
- Looks beyond the job scope and ensures the job is completed thoroughly and efficiently

- Ensures all necessary equipment and materials to complete a job have been accounted for; demonstrating time-management and initiative

## **PROBLEM SOLVING**

- Demonstrates the ability to gather information critically, identify root causes and develop solutions
- Displays persistence and tenacity to overcome obstacles
- Looks beyond the obvious for value added sources, and doesn't stop at the first answer

## **LEADERSHIP**

- Places the success of the team above personal gain
- Demonstrates to be a positive brand ambassador for PRS
- Works towards self- improvement and professional development
- Inspires and motivates others through leading by example