

Punch List Specialist

General Job Description: The primary responsibility of the Punch List Specialist is to be the main point of contact with customers to resolve punch list issues for all orders over 1 station processed by Project Coordinators, schedule and conduct punch walk-thru with clients, document installation issues, communicate and complete the punch list resolution.

Duties and Responsibilities:

A. Project Close Out

- Ensure all punch list items are complete to the customer's satisfaction
- Responsible to close out Core work order

B. Non-punch Customer Communication

- Contact the customer within 48 hours of the completion with no punch of a 9 station or smaller project. Confirm they are satisfied with the installation/ solution
- If follow-up action is required, PLS documents what is needed and PC or Sales is engaged for additional sales or service
- PLS documents any other issues and either resolves themselves, or escalates to the appropriate manager

C. Reporting

Manage reports to the Quality and Client Experience Manager that include:

- Number of projects having punch issues
- Issues by Manufacture or Intereum Department (Design, Operations, Sales)
- Others as required

D. Survey

Verify customer satisfaction:

- inform customer of survey process, verify email address and correct person to survey, ensure no lingering issues exist which would cause them to fail survey.



- Initiate survey process
- All customers to receive surveys per set standards

Job Qualifications

Experience/Education:

- Installation, or design background with strong customer service experience.
- Associates degree; or one to two years related experience and/or training; or equivalent combination of education and experience.

Competency:

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

- Analytical: Problem solving ability in determining solutions that are both beneficial to the client as well as cost efficient for Intereum
- Customer Service: Manages difficult or emotional customer situations. Responds promptly to customer needs; solicits customer feedback to improve service, meets commitments.
- Interpersonal: Focuses on solving issues, not blaming; listens to others without interrupting; keeps emotions under control; remains open to others ideas to try new things
- Oral communication: Listens and gets clarification; responds well to questions
- Written communication: Writes clearly and informatively; manages emails and internal communication within Intereum's guidelines
- Change management: Communicates project changes effectively; builds commitment and overcomes resistance
- Quality management: Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness
- Organizational support: Follows policies and procedures; completes administrative tasks correctly and on-time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity



- **Adaptability:** Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events
- **Initiative:** Takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed
- **Planning/Organizing:** Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans
- **Technical skills:** Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills
- **Reasoning ability:** Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations
- **Computer skills:** To perform this job successfully, and individual should have knowledge of Microsoft Word, Excel Basic spreadsheet software, and the ability to learn and master new software applications
- **Physical demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- **Employee must occasionally lift and/or move up to 50 pounds. Good vision, ability to adjust focus, required to talk and hear properly, and frequently needed to walk, sit, use hands to finger, handle or feel, and reach with hands and arms are all required.**

To apply for this position, please email resume to Penny Rosson, Human Resources Coordinator at prosson@intereum.com.

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