



EMPLOYEE JOB DESCRIPTION

Crew Leader

Reports To: Operational Manager

FLSA Status: Non-Exempt

SUMMARY: The Crew Leader is at the forefront of the operations, leading a dedicated team of professional movers to ensure the efficient and successful execution of residential and commercial moves.

DUTIES AND RESPONSIBILITIES:

Leadership and Supervision:

- Leads and supervises a team of movers during all stages of the moving process.
- Provides clear instructions, guidance, and support to ensure the team works cohesively and efficiently.

Job Planning and Coordination:

- Plans and coordinates moving assignments, including packing, loading, unloading, and unpacking.
- Allocates tasks based on team members' strengths and expertise.

Customer Service:

- Interacts with customers professionally and addresses any concerns or questions during the move.
- Ensures a high level of customer satisfaction through effective communication and service delivery.

Quality Control:

- Oversees the careful handling of customers' belongings to prevent damage or loss.
- Implements quality control measures to maintain the company's high standards.

Safety Compliance:

- Enforces safety protocols and ensures all team members adhere to safety guidelines.
- Conducts regular safety huddle-up meetings and training sessions to promote a safe working environment.

Equipment Maintenance:

- Supervises and participates in the maintenance and cleanliness of moving equipment and vehicles.
- Reports any equipment malfunctions and coordinates repairs as needed.

Inventory Management:

- Manages inventory of packing supplies and ensures all equipment is properly utilized during moves.
- Conducts regular checks to account for all equipment and materials.

Problem Solving:

- Addresses and resolves any issues or challenges that may arise during moves.
- Communicates effectively with the operations team to find timely solutions.

Team Building:

- Responsible for boosting moral and motivating team
- Addresses any unsatisfactory associate behavior immediately and provides positive solutions to rectify the matter, reports to management any unresolved matter.

Performs all other duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education and/or Experience** - High School Diploma (or GED or High School Equivalence Certificate) required; additional training or certification in moving services and previous experience in a leadership role within the moving industry is preferred.
- **Language Skills** –Ability to read, analyze, and interpret common documents. Ability to respond to common inquiries or complaints from customers, management, and staff. Ability to effectively present information to management, staff, and customers. Ability to interact clearly and effectively, in both written and oral communication, with supervisor, customers, and staff, etc.
- **Other Qualifications** - Valid driver's license is required; Must be able to travel 50-70% of the time; Overnight stays may be necessary.

COMPETENCIES:

- **Communication** - Displays a very quick grasp of the significance of information communicated and nearly always initiates or respond to communications in an appropriate, timely and comprehensive manner. Displays skill in reducing complex information to simple forms and helping others to understand that information.
- **Customer Service** - Consistently exceeds the expectations and requirements of internal and external customers. Gets first-hand information and uses it to improve products and services. Acts with customers in mind and establishes and maintains effective relationships earning their trust and respect.
- **Directing Others** - Is good at establishing clear directions. Sets stretching objectives. Distributes the workload appropriately. Lays out work in a well-planned and organized manner. Maintains two-way dialogue with others on work and results. Brings out the best in people. Is a clear communicator.
- **Interpersonal Skills** - Consistently high level of interpersonal skill in dealing with others. Has a wide network of good working relationships with peers, subordinates, supervisors, customers, clients and suppliers. Rarely involved in unnecessary or trivial disputes and misunderstandings. Makes a consistent effort to encourage trust and cooperation, and may take a leading role in fostering a positive and productive team spirit.
- **Leadership** - Actively seeks the responsibility of leadership. Displays uncommon and, direct, or influence people to achieve common goals. Is positive, and when negative, looks for constructive alternatives; suggests changes to better the division and department. Regularly relied upon for advise, assistance and direction.
- **Organization** - Effectively juggles multiple projects. Anticipates potential problems and develops excellent contingency plans. Keeps information and files clearly organized. Successfully pulls many unconnected things together. Defines the resources necessary and gets them from where available.
- **Problem Solving** - Consistently demonstrates the ability to solve difficult problems with effective solutions. Asks good questions and probes all fruitful sources for answers. Can see the underlying or hidden problems and patterns, is excellent at honest analysis and looks beyond the obvious.

PHYSICAL DEMANDS:

While performing the duties of this job, the individual is regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms; frequently required to climb or balance, talk or hear;

and occasionally required to stoop, kneel, crouch, or crawl. They must be able to walk forward, backward, side to side, and/or up and down stairs while carrying furniture. Specific vision abilities required for the duties of this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. They will frequently lift and/or move up to 100 pounds on a regular basis and operate moving equipment. They must be able to exchange accurate information with other individuals in the office and out in the field. Must be able to detect mechanical issues and part defects from short distances to determine what action needs to be taken. The individual must be capable of transporting different parts and tools required to do the job.

WORK ENVIRONMENT:

While performing the duties of this Job, the employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; fumes or airborne particles and toxic or caustic chemicals. The noise level in the work environment is usually moderate.

Employee Signature: _____ **Date:** _____

Employee Name: _____ **Date:** _____
(Printed)