



Field Service Representative For MCS

BASIC JOB RESPONSIBILITY AND REQUIREMENTS

The basic job requirement of an MCS FSR – (Field Service Representative) is to manage the entire outside operations from the builder's site to the office of each branch location. This requires a basic understanding of construction processes and methods, basic measurement skills and excellent communication skills between builder and subcontractors. FSR's will need to have the ability to track and forecast job readiness, create new project folders, input new home starts and to communicate any construction issues that may inhibit the smooth installation of cabinetry to both the builder and office of each branch location. Basic computer skills will be required to manage the operational programs that control our business and affect our production formula along with our total profitability as a company. FSR's will need to be able to perform these functions at the highest level and will be trained to exceed in all areas.

Job Functions

- Enter new jobs/new home starts into the MCS Access Data Base – This is the main responsibility of the FSR and the most important role of the FSR. This is where all new lot and blocks will be first entered in to our data base. All entries will include the project location, site plan, address list, lot number, address for each lot, project manager's phone number, superintendent's phone number, construction office location.
- Update and maintain the construction tracker on the MCS Access Data Base – Track the construction process from the first day of ground break to our final punch-out while under construction. This will require both physical on-site inspections and use of the builder's production schedules. You will need to make sure that you are involved in the project and know all aspects of the project's layout and timing of production. Find out the sub meeting time and date and schedule yourself accordingly to attend. This will be a meeting of the trades that will help you build relationships that will allow you to better service our builders.
- Measure all rooms in which cabinetry will be installed to ensure that all walls are correct so we can install our product as designed. If an error is found in the construction of the house an e-mail and confirmation must be sent to the builder to make corrections. This needs to be followed up on until it's corrected. Construction errors create delays to our

installation schedule and the FSR's field measurements will provide a record or request for corrections in the field. All return trips will have a billable amount attached if not corrected by the requested installation date by the builder.

- All installations will be confirmed prior to being delivered at least 24 hours in advance. All projects will be scheduled out at least 7 working days in advance and no surprises will be allowed by surprise installation requests. If you don't know when the kitchen will be ready to be installed, you're not doing your job. Jobs returned to our warehouse will result in a disciplinary review of your performance. Continual return trips will result in termination of the FSR.
- Installation inspections will be conducted by the FSR within 48 hours of the installation. A complete installation report will be created by the FSR of any item that needs to be replaced due to damage, installation errors or ordering issues. Any items missing from install pack due to backorder or manufacture error will also be added to this service report. The list will then be handed to the Service Department to be ordered and tracked to schedule at a further date. This list needs to be 100% and the FSR will be held accountable for its accuracy. If you have done your job correctly this list will be a completed list and the service will have been completed prior to the house closing. This means the house will be 100% complete without any further need of service. Return trips will be considered billable or back-chargeable. The builder, the installer and the FSR are all back-chargeable. Job ready = Job complete.

The role of the FSR is to manage the field so the installers can complete the install in one trip. The installer should have an opportunity to install the kitchen and baths in one day and if any outside issues present themselves, a return trip is promised by the installer at no charge. Any return trip will be reviewed to find the reason for the delays in completion.

Remember, we are an installation company and that's how we get paid. On time completions and satisfaction numbers will all be reviewed on a monthly basis. Performance reviews and incentives will be determined by your numbers.

Employee signature _____ Date _____

Managers Signature _____ Date _____

Branch Manager _____ Date _____



MCS Delivery Personnel

Requirements and Job Description

Basic job requirements

- Working hours are from 7:00 am to 3:30 pm.
- Must have an active driver's license in good standing. This includes no points, no major traffic offenses for 3 years; and no DUI for the past 5 years. Current MVR will be required as proof.
- Must be dressed appropriately and professionally.
- Must be able to comprehend and have the ability to follow directions, written and verbal.
- Must have outstanding verbal and written skills.
- Must be able to identify what materials need to be picked up and returned to the office for cataloging into service inventory.
- Must be able to unload delivery trucks and receive new goods.
- Must have the ability to handle boxes that could weigh as much as 100 lbs.
- Must be able to read the packing slip and receive new cabinetry and parts.
- Must be flexible and willing to help when asked for the common good of MCS.
- Must be able to inspect the delivery truck and fill out the safety information daily.
- Must have the ability to follow job site rules. Must Keep all 4 tires of the delivery truck on the pavement at all times – **there are no exceptions to this policy.**
- **ANY UNSAFE DRIVING PRACTICES WILL BE GROUNDS FOR IMMEDIATE TERMINATION.**

Job Description

The primary function of a delivery driver is to make sure the new cabinetry gets delivered on time and undamaged to the correct address and location. Delivery personnel must inspect all cabinetry before loading AND delivery to ensure that the cabinetry is in good condition for delivery. All accessories must be inspected while loading the truck for delivery to ensure that everything is ready to be delivered to the job site prior to the installer's scheduled day of install. Delivery is normally one day in advance; so if something is missing, we have time to recover and to decide to get what is needed, if necessary.

Delivery personnel should also inspect the site and send photos of the job site condition at time of delivery. Delivery professionals will take photos of all cabinetry and accessories delivered to provide proof of delivery, and these photos will be sent directly to the office for processing and uploading to the job files.

Delivery personnel will be used to help unload delivery trucks while waiting for future deliveries. This will always be a group effort with all hands-on-deck when needed.

Delivery personnel will also be responsible for the safe delivery of laminated countertops. All tops will be carefully inspected before departure and again upon delivery to ensure the tops are undamaged when delivered. Photos of the undamaged tops will be required before departure from the job site. Damaged tops due to delivery will be reviewed with the Branch Manager as to how the damage occurred and what can be done to prevent this from happening in the future. If this is a reoccurring issue, the Delivery professional will be terminated.

Delivery Professional Date _____

Warehouse Manager Date _____

Branch Manager _____ Date _____

CONFIDENTIAL



OUTSIDE SALES JOB DESCRIPTION

BASIC JOB RESPONSIBILITY AND REQUIREMENTS

The basic job responsibility of an **MCS** Outside Sales Representative is to create sales strategy that is effective in meeting both **MCS** goals as well as personal goals. This requires a basic understanding of construction processes and methods, basic measurement skills, design skills and excellent communication skills between builders and employees and even other sub-contractors.

An Outside Sales Rep will need to have the ability to generate leads and create an excellent customer experience.

Other Requirements:

1. 3-5 years' experience in sales, preferably outside sales is required. Excellent verbal and written communication skills are required, as well as proficiency in Microsoft Office.
2. Knowledge of the 2020 program and basic computer skills.
3. Strong organizational skills.
4. A willingness to follow through with the Accounts Receivable Department to ensure all invoices are paid on time.
5. A Bachelor's Degree in business, communications or a related field is preferred.

JOB FUNCTIONS:

1. Create and implement a sales strategy that makes sure personal sales goals are met, as well as those set in place by MCS.
2. Communicate with all current and potential customer on a regular basis, providing solutions as needed, and oversee all sales activity in you assigned sales territory.
3. Submit reports of sales activity regularly to the Operations Manager and maintain clean and updated records for all leads and customers
4. Provide excellent customer service.
5. Adhere to all company procedures, values and policies so that you provide an accurate representation of the company to all potential and current customers.
6. Perform your duties as efficiently as possible, reducing costs when possible, and maintain receipts for all job-related expenses and submit them to your manager.



MCS Production Manager

Requirements & Job Description

Basic Job Requirements

- Minimum 5 years background in construction, preferably cabinets.
- Excellent project management skills.
- Great leadership skills; encouraging to team and staff; able to mentor.
- Proven track record of successfully training employees in productivity and safety.
- At least 2 years' experience in supervisory capacity.
- Ability to multitask, prioritize and manage time efficiently, must be self-motivated.
- Working knowledge of OSHA regulations.
- Enforce health and safety precautions.
- Ability to coach and mentor employees on a one-to-one basis as well as a group.
- Monitor production to resolve issues.
- Supervise and evaluate performance of production personnel.
- Report to upper Management.

Job Description

The **MCS** Production Manager is responsible for overseeing and coordinating all production operations of the branch. Duties include evaluating potential new employees, hiring and firing production staff when necessary and spear heading the onboarding and staff training process. Along with staff evaluations, a Production Manager must also build rapport with builders and create and implement strategies to improve productivity.

The Production Manager must have a good working knowledge of cabinets and their installation. Production Managers should have a good overview and understanding of the entire building process, including the timelines of each builder to help manage the ordering and installation forecasts.

The Production Manager needs to be able to decide about the production targets to be achieved by keeping in view the sales forecasts. He must maintain a successful implementation of production planning aimed at completing production well in time and also with lesser costs. A proper system of production control ensures continuous production, lesser work-in-progress and minimization of waste.

The Production Manager must also maintain required quality of the cabinets, hardware and parts delivered in and out of the warehouse. He must be concerned with all of the ways and means where by Quality Control standards could be maintained.

The next important function to be carried out by a Production Manager is to exercise proper control over the inventory. He should determine economic order size, maximum, minimum, average and danger levels of materials so that problems of overstocking and understocking do not arise. This also helps in minimizing waste of materials.

Production Managers must always consider **MCS** Employee Safety as the highest level of importance. Production Managers must always keep current with all changes in OSHA rules and regulations and monitor the branch and job sites for any potential safety violations to protect all **MCS** employees from harm. Production Managers are responsible to train and manage all aspects of a safe work place to avoid any workman's comp concerns or legal situations. This includes all in-house employees as well as all on-site installation crews. The Production Manager will be responsible for onsite safety inspections and random vehicle inspections to ensure all OSHA requirements are being met and maintained. The **MCS** Production Manager will be responsible for conducting weekly OSHA Safety meetings and keeping current all OSHA logs, along with vehicle inspection logs. All safety meeting reports must be sent to the Corporate Office at the conclusion of each meeting for permanent record keeping.

The Production Manager will be responsible for the performance of each member of his staff. He must also be able to effectively communicate with employees acting as the interim HR person to resolve any personal problems that arise. The Production Manager must be familiar with **MCS** Human Resource practices and follow all governing legal labor laws. **MCS** Production Manager must put aside all biases towards individual employees and manage strictly on a performance basis. If an employee has a problem that is outside of the norm, the Production Manager must refer him to the corporate HR Department for further counselling as needed. **MCS** is a zero-tolerance work place for any drug usage, physical threat, illegal activity or discrimination of any sort. The Production Manager must always maintain this policy and report and document any violations. Any questions regarding ethics will be reviewed with the Operations Manager, and a written account will be recorded and kept on file for future reference if necessary. On site or on jobsite drug usage will result in immediate termination.

The Production Manager reports to the Branch Manager and should be able to answer any questions about the Production Department productivity as requested.

Branch Manager

Date: _____

Operations Manager

Date: _____