

THE TREVINO GROUP
JOB DESCRIPTIONJob Title: Construction Service RepresentativeFLSA Status: ExemptReports To: Construction Service ManagerDate: April 1, 2023**SUMMARY**

1. Travels to meet with clients and to establish and/or expand business opportunities.
2. Assists the Construction Service Manager in participating in walk-throughs, preparing project proposals, and cost estimates.
3. Continuously interact with customers to provide information in response to inquiries about services and to handle and resolve complaints.
4. Assists in the management local staff of skilled and unskilled craftsmen
5. Coordinates staff assignments
6. Ensures timely and accurate completion of all customer transactions.
7. Promotes quality control procedures among staff members
8. Provides quality assurance checks for project compliance with policies and procedures
9. Promotes safe project work habits and adherence with project safety requirements
10. Coordinates acquisition, use, and maintenance of equipment, tools and materials to complete projects.
11. Attends jobsite progress meetings as needed.
12. Acts as liaison between Client Representatives, field construction craftsmen and project superintendents.
13. Tracks client interactions, transactions, comments and complaints.
14. Provide feedback on the efficiency of the customer service program.
15. Exemplifies the service attitude of The Trevino Group at all times.
16. Performs other duties upon request.

Qualifications/Skills

- Relationship management
- Knowledge of commercial construction industry
- Excellent presentation and communication skills
- Ability to communicate accessibly and concisely about the services the company provides to current and prospective clients.
- Effective organizational skills
- Time management skills
- Strong analytical and problem-solving skills
- Excellent interpersonal and communication skills
- Proficient in Microsoft Office software
- Proficient in Estimating and Project Management software

Requirements

- Bachelor's degree or equivalent with at least 5 years of building construction experience required, or equivalent combination of education, training and/or experience.
- Experience with a variety of building construction types.
- Knowledge of estimating, construction costs, scheduling, purchasing, engineering principles and techniques, various construction methods and installation procedures and a general understanding of the operation of various building systems.
- Strong computer skills and a familiarity with Microsoft Office Suite of programs, and project management, estimating and scheduling softwares.
- Demonstrated ability to thoroughly understanding drawings and specifications, general contract and subcontract documents, materials, means and methods.
- Very strong verbal and written communication skills required.
- Demonstrated leadership and interpersonal skills.
- In the course of business, the individual will be required to operate a company vehicle. A mandatory prerequisite to operating a company vehicle is maintaining an acceptable driving record.

Physical Demands

Physical ability to climb permanent and temporary stairs, passenger use of construction personnel joists, ability to climb ladders and negotiate work areas under construction. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus. Performing this job requires use of hands, talk and hear, stand, climb, balance, stoop, kneel, and occasionally lift and/or move up to 50 pounds.

Work Environment

While performing the duties of this job, the employee regularly works at the client worksites and Corporate office; however, may occasionally work on-site at the construction work site where employee is exposed to moving mechanical parts, high precarious places, fumes or airborne particles, outside weather conditions and risk of electrical shock. Noise in these work environments is usually moderate to very loud.