

Position Description



Position: Commercial Furniture Lead Installer

Department: Installation

Position Purpose:

The Commercial Furniture Lead Installer leads / supervises installation crews and ensures installations are lead in an appropriate/professional manner, installs and/or upgrades all product lines of office furniture, and must demonstrate ability to work efficiently with and take direction from senior installation management. A Lead must possess the ability to use power tools, demonstrate a working knowledge of product handling, staging, and assembly of HMI and ancillary furniture lines, demonstrate dedicated commitment to departmental mandates and goals, and possess the ability to read or decipher furniture blue print and drawings. The Lead Installer must also be able to give direction and train members of the installation crew in professional and effective manner. These responsibilities are a result of working in collaboration with the Leadership team and the internal project team to create a “OnePigott” culture and provide the Pigott Experience in all installation interactions.

Position Accountabilities & Performance Expectations:

Responsibilities include but are not limited to:

- Supervises the unloading of product from trucks and product staging as required
- Inspects and documents product for damage and quality prior to installation or delivery
- Supervises the loading and securing product on trucks as required
- Understands the scope of the entire project and/or any special conditions or requirements as explained by lead installation management / project management
- Reviews installation plans with installation management/ design department as required
- Interfaces with clients and/or other contractors as required in a professional matter
- Conducts preliminary walk-through and pre-installation site visit as directed from the installation manager
- Helps with initiating change order process
- Takes ownership in monitoring schedule and takes appropriate measures to be prepared for upcoming projects
- Takes direction as required from installation management; monitors own work as well as the work of others to ensure quality performance and results consistent with company mandates
- Confers with installation management on product handling or installation issues
- Communicates daily with installation management and internal team on the status of active projects
- Follows company safety policies and directs crew on best safety practices
- Assists with training of new installers
- Effectively communicates with Project management department and accurately fills out appropriate paperwork (punch lists, etc) as needed
- Performs other duties, as assigned by senior installation personnel, as required

Corporate Accountabilities & Performance Expectations:

- Provide prompt, courteous and exemplary service to all customers, both external and internal, in accordance with the corporate mission, vision, values and beliefs of Pigott. Demonstrate courtesy and professionalism, consistently providing a timely response to every customer service inquiry.
- Support Pigott commitment to quality by developing and maintaining position-specific procedures, process instructions and/or forms to better serve the company and customers as necessary.
- Attend work on a regular basis. Adhere to all guidelines as outlined in the *Pigott Team Member Handbook*.
- Accept responsibility for personal and professional development.
- Perform additional responsibilities at the request of manager or the Pigott Leadership team.
- Demonstrate cooperation and teamwork in accomplishing the goals and objectives in the department.
- Adhere to Pigott corporate branding standards.
- Maintain confidentiality of business operations on behalf of Pigott and all clients.

Position Requirements:

- High school diploma or general education degree (GED) required
- 2 - 3 years related experience and/or training, including systems furniture installation; or equivalent combination of education and experience
- Ability to fluently speak and understand English
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals
- Ability to write routine reports and correspondence
- Ability to speak effectively before groups of customers or team members of organization. Must communicate in English via telephone to management, customers, vendors, and/or other team members
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals

Position Demands

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill and/or ability required. The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work often requires moderate physical effort and use of motor skills requiring manual dexterity. While performing duties of this job, employee will regularly sit, stand, walk, stoop, kneel and crouch. Team member may lift, lower, carry product up to a maximum of 64 pounds by hand. Require physical effort associated with using the personal computer. Must be able to read and hear verbal instructions or through a headset.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee may operate basic warehouse equipment. Using proper safety procedures will eliminate any potential hazards. The noise level in the work environment is usually moderate.

Additional Information

Pigott, Inc. is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Company will consider reasonable accommodations for qualified individuals with disabilities and encourage prospective team members and incumbents to discuss potential accommodations with the Company.