



1506 South Albert Street
Allentown, PA
610-776-7774

Business Description

SERVPRO is the national industry leader in property damage restoration, with over 1,700 franchises across the U.S. and Canada.

SERVPRO of Western Lehigh County provides superior cleanup and restoration services for residential and commercial buildings in the Greater Lehigh Valley. With advanced training and equipment, there is no challenge our crew can't tackle. We've seen it all- from small residential floods to major commercial building fires. We pride ourselves on our ability to restore any property to preloss condition.

If your property is damaged by fire, water or mold, call on SERVPRO of Western Lehigh County, where we leave it "Like it never even happened."

Knowledge, skills and abilities needed

An ideal candidate should have excellent communication skills, works well in a team and flexible.

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 servprowesternlehighcounty

 Servpro of Western Lehigh & Carbon Counties

Our website: servprowesternlehighcounty.com



OF WESTERN LEHIGH COUNTY

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**Operations
Manager**

Manage production operations, ensuring jobs are completed according to SERVPRO® production processes and procedures. Manage all aspects of Franchise production. Keep Owner or General Manager updated on production. Manage and improve customer satisfaction including the resolution of customer complaints.



Estimator

Perform site visits in residential and commercial properties to determine the scope of work and produce estimates. Interact with customers and insurance representatives to ensure satisfaction with our services. Meet regularly with centers of influence and property managers. Identify potential customers & generate leads. Maintain customer relations- routinely contact customers to ensure satisfaction & solicit reviews



**Production
Manager**

Manage production crews and jobs according to SERVPRO procedures. Assign and coordinate jobs with crews. Keep General Manager/Owner updated on production. Supervise job scheduling, coordinate requirements for the job, complete job files, supervise production and monitor jobs from start to finish. Resolve problems quickly as they arise. Perform production work as needed.



Crew Lead

A positive customer experience and ensure customer satisfaction of services. Communicate clear expectations to production technicians and supervise their activities. Coordinate and perform production processes as scheduled and ensure quality control. Identify safety hazards, communicate, and establish control measures to ensure the safety of occupants and workers. Document a detailed and accurate job file to support the services provided.



Technician

Perform services as assigned, following SERVPRO production guidelines. Communicate with the customer to make sure that all needs are met. Support crew chief and other production personnel as needed. Clean and maintain vehicles, equipment, warehouse and office areas as needed.
Starting at \$16.00 /hour