

# **JOB DESCRIPTION**

## **CONNOR SPORTS FLOORING**

### **REV A**

<b>JOB TITLE:</b> Synthetic Technical Manager
<b>DEPARTMENT:</b> Synthetic Division
<b>REPORTS TO:</b> Synthetic Business Manager
<b>JOB PURPOSE:</b> To supervise and coordinate the activities and operations of the synthetic technical department. Serve as the subject matter expert for Connor's Synthetic product line and provide technical support. Knowledge and proficiency in product development, project management, product training, customer service and the construction process.
<b>REASONABLE ACCOMMODATIONS STATEMENT:</b> To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential duties.
<b>ESSENTIAL DUTIES:</b> (What do you have to be able to do to achieve the desired results of the job?) <ul style="list-style-type: none"><li>• Experience in synthetic flooring products and applications is beneficial.</li><li>• Competitor analysis.</li><li>• Provide synthetic product support, jobsite trouble shooting and repair activities.</li><li>• Knowledgeable of all product standards and product testing methods.</li><li>• Ability to perform as a project/installation manager.</li><li>• Respond quickly to customer requests.</li><li>• Customer complaint follow-up and resolution.</li><li>• Prepare correspondence, examining applications for errors, establishing a financial balance sheet for every task order and tracking financial spending according to the company requirement.</li><li>• Process appointment documents and expenditure requests for all tasks.</li><li>• Present financial reports, required forms and necessary technical reports upon request.</li><li>• Review financial and technical reports, in order to make sure all the requirements are being met and inform superiors about the results from these reviews.</li><li>• Ensure projects are staying on track.</li><li>• Ensure completed project inspections are being conducted.</li><li>• Follow safe practices in job performance.</li><li>• Be aware of proper product and chemical waste disposal according to safety, health and environmental legal requirements set forth by each project state.</li><li>• Understand and support the ISO 9001/ISO 14001 Integrated Management System.</li><li>• Other support of Synthetic Division as needed.</li><li>• Team player philosophy required.</li></ul>

**MINIMUM REQUIREMENTS:** (What is required to perform the Essential Duties?)

- Regular predictable attendance; ability to meet deadlines and work extra hours when necessary.
- Ability to perform essential duties described above.
- Proven ability to manage challenging schedules/multi-tasking.
- Excellent writing skills.
- Ability to travel.
- Ability to work cooperatively with fellow workers, dealer network, owners, architects, construction trade, and fit into the Connor Culture.
- EDUCATION: High School diploma, college degree desired.
- TRAINING: Post high school construction trade preparation.
- SKILLS: Strong communication skills-written and oral. Customer relationship skills, People management skills, Analytical skills, Resource and time management skills and Computer proficiency.
- EXPERIENCE: Familiar with the Construction industry with project administration knowledge.
- PHYSICAL REQUIREMENTS: Lifting, pulling, pushing, standing, stooping, crouching, and crawling while performing work during installation projects.

- **Submit resume along with references. Also provide written responses to customers for past work.**
- **Submit via e-mail to [nprevo@connorsports.com](mailto:nprevo@connorsports.com)**