

## **McSwain Carpets & Floors**

### **Property Management Installation Manager**

McSwain Carpets & Floors, a leader in the flooring industry for 50 years, is seeking an energetic Property Management Installation Manager. Based in Sharonville, Ohio, this opening is replacing an existing Property Management Installation Manager position. The Property Management Installation Manager position is to contribute to the success of McSwain Carpets by building positive relationships with subcontractors and external customers. Through these relationships a successful candidate will be able to exceed the external customers' expectations of installation and service.

#### **Essential Job Functions:**

- Self-motivation and good time management abilities
- Have a clear understanding of internal operations, customer service, and sales functions.
- Have knowledge of floor plans and how material is to be installed
- Understand how to enter orders and schedule customers within McSwain information systems.
- Assign installations and services to subcontractors on a daily basis.
- Follow up with subcontractors on each days assigned activities to insure successful completion of tasks.
- Inspect work in progress to verify that installation standards are met.
- Answer calls from customers with concerns or complaints about installation services.
- Visit customers in person to hear their concerns or complaints and inspect workmanship.
- When necessary perform small services to resolve customer complaints.
- Verify work performed and approve subcontractor pay agreements turned in daily.
- Communicate with sales when job site conditions require additional material or work form subcontractor for a successful installation.
- All other duties as assigned.

#### **Qualifications:**

***Business Professional*** – Excellence in Relationship Building and Customer Service (i.e. responsiveness to internal and external customers, follow-through, reliability, consistency, and accuracy)

***Integrity*** – Commitment to following the business culture of McSwain Carpets as outlined by our Mission and Vision Statement.

***Team Player*** – Commitment to participating in staff development as well as performing all aspects of the sales and operations processes that need accomplished. Cooperation, communication, and commitment are essential qualities necessary for the position.

***Knowledge*** – Commitment to continued education of trends and styles within the flooring industry, in addition to attendance in training programs hosted by vendor partners and manufacturers.

McSwain Carpets & Floors offers benefits of medical, dental, vision, life insurance, disability insurance, 401(k) retirement planning, flexible spending accounts, paid vacations, Holidays, and merchandise discount privileges.