

HONBLUE

Job Description

Position Title: Large Format Installation Manager

Department: Large Format Graphics

Status: Full Time - Exempt

Supervision: Works under the direct supervision of the General Manager

Primary Purpose: The Installation Manager takes complete responsibility for Installations including a variety of graphics, signage, vinyl graphics and vehicle wraps. Assign installations to installers. Review supplies, tools and equipment needed. Travel to clients' site; oversee team. Follow up on progress to ensure installation meets client expectations.

Essential Duties:

- The Installation Manager is the main customer contact at the installation site
- Supervise Installation Team
- Assign installation teams to project; considering the scope of the job and department resources; reserve rental equipment as needed
- Keep all jobs on schedule while communicating problems/errors to Production Manager and/or General Manager
- Mentor and train installers on handling a range of projects with varying degrees of difficulty or complexity
- Be involved in Process Management; highly efficient installs with minimal waste of products and time
- Read work-orders and determine the print/material needed for project
- Communicate with Product staff regarding installation details and specs
- Monitor and track assignments to meet deadlines
- Perform site surveys
- Operate a lift

Additional Duties:

- Measure prints to exact sizes for consistency and exact proportion
- Use various substrates and laminates for different prints and materials
- Wrap and prepare finished products for installation
- Maintain and operate various tools & equipment for installations
- Mechanical troubleshooting
- Maintain a safe and clean work area by proper storage of materials and chemicals
- Train installers to follow safety protocols and the safe handling of chemicals

Other Duties:

- Work with the sales staff to develop, improve and maintain customer relations
- Work in other departments, as needed
- Perform other duties as assigned

Working Conditions: Installations at client site may be indoors or outdoors in a variety of weather conditions. Production area is in an air-conditioned work area. Exposed to fumes, inks, toners, solvents, and noise associated with normal print plant operations.

Work Hours: Work hours based on client needs. In the production area hours are typically between 8:00 am to 5:00 pm, Monday – Friday. Saturdays, Sundays, holidays, and overtime as required. Hours subject to change based on business needs. Travel to neighbor islands as needed.

Dress Code: Collared Shirt/T-shirt, cargo shorts/jeans, appropriate covered shoes; no tank tops

Equipment Used: Computers (Mac/PC), hand tools, power tools, hand-trucks, push carts, laminators, finishing equipment, large format printers, CNC, copy & fax machines, various office equipment

Physical, Mental and Communication Demands:

- Lift 50 pounds unaided
- Stand for extended periods, Bend, reach, squat, push and pull
- Ability to climb tall ladders and operate lifts
- Walk/Climb stairs and perform work without a hand-held aid (e.g., cane)
- Proficiency with hand tools, power tools and a variety of measuring devices
- Ability to discern colors
- Basic reading, writing and math skills
- Communicate effectively; speak, understand, read and write in English
- Collaborate with other employees in a team environment
- Ability to work in a multi-tasked, fast-paced environment, meeting stringent deadlines with a positive “can do” attitude.
- Good work ethics

Skills/Knowledge:

- Friendly customer service skills; greet all internal and external customers with a smile
- Ability to “take charge” and lead the team; assess needs for client installation, schedule installers for timely completion of tasks
- Strong problem-solving and decision-making skills; ability to determine roadblocks, find creative solutions
- Work with a high degree of accuracy with minimal supervision
- Fully understands and develops all phases of a project from production to installation
- Fully understands the use of various substrates and laminates for different prints and materials
- Basic computer skills; data entry, word processing and email
- Ability to juggle multiple projects simultaneously, adapt quickly to changing priorities and requirements
- Ability to complete projects on time and within budget

Education/Training:

- High School Diploma or equivalent required
- Valid driver license, own transportation
- 3M/PDAA Certification a plus

Experience:

- 3-4 years installation experience
- 3-4 years large format experience preferred
- 1-2 years mechanical troubleshooting experience preferred

The above information on this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. HONBLUE Inc. has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.