



Foreman/Site Supervisor – Harrisburg Area - Seasonal

As a working supervisor, supervise and direct seasonal heavy equipment operators salt truck drivers, and sidewalk crews on assigned site(s) before/during/after a storm. Manage operations to ensure services are performed according to the contract and scope of work. Actively communicate with the Operations and Dispatch to coordinate tasks and meet customer needs. Perform site inspections. Work with Dispatch to follow up on any services and/or time punches not entered in our systems. Assist in plowing and salting as needed, using both heavy equipment and plow trucks with salters. This is a part-time, temporary, seasonal position.

Snow and Ice Management is a regional snow contracting company for businesses and commercial properties. We specifically focus on snow and ice management and offer a wide range of snow removal services that include: snow plowing, ice control, snow hauling and stacking, sidewalk shoveling and deicing, and much more. We pride ourselves on a high level of customer service, along with quick turnaround times for invoicing and payment.

Responsibilities

- Supervise and direct heavy equipment operators, salt truck drivers, sidewalk crews, and service providers on assigned site to complete snow removal operations.
- Perform site inspections to ensure operations are completed according to the contract and scope of work.
- As a working supervisor, operate heavy equipment, plow trucks with salters, and other equipment to assist in operations.
- Be in constant contact with the Operations Teams, Dispatch, and Seasonal Equipment Operators/Drivers/Runners, and Service Providers before/during/after snowstorm via email, phone, or text messaging, giving appropriate directions.
- Be actively involved during all snow events; this could be 24/7 across multiple days, including weekends, and never a set day or time. Able to travel outside of assigned geographical territory to assist with Operations.
- Perform classroom training and on-site walkthroughs for Heavy Equipment Operators, Salt Truck Drivers, CDL Drivers, and Service Providers. Review Site Maps, include snow pile locations, and Scope of Work with crew members.
- Ensure pre and post-shift maintenance/quality checks are completed for all heavy equipment and trucks are complete and are machines and trucks are fueled after each shift. Perform basic maintenance on equipment and trucks.
- Assist Dispatch in ensuring Time and Attendance punches are recorded in a timely manner during storm events.
- Assist Dispatch in ensuring all services are recorded in CrewTracker in real time during storm event.
- Assist in reviewing and ensuring accuracy of Time and Attendance punches before payroll is processed.
- Document and address immediately any damages and incidents occurring during a snow event.
- Perform salting and plowing operations for any uncovered sites or sites needing additional services, in order to assist in keeping the site serviced properly.
- Manage the process of identifying, documenting, and repairing damages on a site.

Qualifications

- Managerial experience strongly preferred.
 - 3-5 years of snow experience preferred.
 - Knowledge of equipment used for snow removal
 - Hold current driver's license, accompanied by a satisfactory driving record.
 - 24x7 availability to be on call during the winter season.
 - Proficiency with Excel (specifically working with formulas, data sorting and analysis).
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- Proficiency with Microsoft Office, CRM systems, and navigating various software applications. Experience with Zoho CRM and Crew Tracker preferred.
- Problem solving skills, including quick and solid follow through focused on achieving results.
- Customer-focused; positive demeanor. The ability to develop and maintain effective working relationships with a wide audience (internal and external) while providing thoughtful resolutions to customer issues and communicating these issues with management and others appropriately.
- Strong verbal and written communication skills.
- Excellent time management and organizational skills, ability to multi-task and prioritize work.
- Ability to work independently or in a group setting.
- Flexibility in schedule vital, particularly during peak times.
- Must be readily adaptable to fast-paced, changing/evolving environment.
- Maintain a reliable and dependable attendance record.
- High level of integrity, work ethic, and confidentiality.

To apply, send resume to HR@snowandicemgmt.com.

Our Core Values are all about SNOW:

- **S**erve Our Customer – We focus on the customer’s needs and respond to them in a timely manner. We keep open and positive communication with our customers.
- **N**ow We Grow – We set ambitious goals and strive to exceed them. We manage projects and challenges today and do not delay them until tomorrow.
- **O**pen Door Collaboration – We communicate openly and respectfully among our team and use this communication to promote innovation, ensure compliance, and solve problems.
- **W**e Know Snow – We continually build our knowledge of the snow industry and our professional responsibilities through independent study, classroom training, and field experience.

Snow and Ice Management is an Equal Opportunity Employer.