

# SERVICE FOREMAN

## Job Description

**Position Title:** Service Foreman

**Employment Type:** Full-Time, W-2

**Compensation:** Competitive hourly or salary + performance bonuses + company vehicle

**Location:** Pennsylvania & Indiana Service Areas

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## Position Overview

The Service Foreman leads all small-scale repair, troubleshooting, and diagnostic roofing service calls for Equity Roofing. This role is responsible for identifying issues, performing repairs, documenting findings, and delivering a professional customer experience.

The ideal candidate is experienced in a wide range of roofing systems, skilled at problem-solving, and confident working independently. This individual must be technically strong, detail-focused, and comfortable interacting with homeowners and commercial clients.

Service work requires accuracy, honesty, and strong communication — the Service Foreman represents the company in situations where trust and clarity matter most.

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## Responsibilities

### Service & Repair Work

- Perform roof repairs on shingle, metal, and flat roofing systems
- Diagnose leaks, storm damage, ventilation issues, and installation failures
- Complete small repairs, patches, shingle replacements, flashing fixes, and sealant work
- Ensure all repairs meet company workmanship standards

### Roof Inspections & Diagnostics

- Conduct thorough leak detection inspections
- Document issues with photos and detailed notes
- Provide clear explanations of findings to customers or office teams
- Recommend repair vs. replacement solutions based on conditions

## **Customer Interaction**

- Serve as the on-site representative for repair appointments
- Communicate findings clearly and respectfully
- Set expectations for repair scope, timing, and limitations
- Maintain a professional and positive customer experience

## **Jobsite Documentation**

- Upload photos, notes, and reports into CompanyCam or CRM
- Track repair materials, usage, and job completion details
- Provide feedback to Production and Sales when additional work is needed

## **Safety & Compliance**

- Follow all PPE and fall protection guidelines
- Identify safety concerns on roofs and communicate them clearly
- Maintain a clean and safe jobsite

## **Internal Communication & Support**

- Work closely with the Production Manager on repair scheduling
- Advise Sales on technical issues or roof conditions when needed
- Recommend long-term solutions for recurring leak points or roof failures

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## **Requirements**

- Strong roofing experience (shingle required; metal/flat preferred)
  - Proven ability to diagnose leaks and perform repairs
  - Ability to work independently with minimal supervision
  - Excellent communication and customer-service skills
  - Ability to climb ladders, walk roofs, and lift 50+ lbs
  - Strong attention to detail
  - Comfortable using mobile apps for documentation (CompanyCam, CRM)
  - Valid driver's license
  - Reliable and professional demeanor
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## **Preferred Experience**

- Prior service or repair technician experience
  - Familiarity with building envelope troubleshooting
  - Experience repairing flashing, penetrations, transitions, and ventilation
  - Ability to perform small carpentry or gutter repairs when needed
  - Previous foreman or leadership experience
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## **Compensation & Benefits**

- Competitive hourly wage or salary
- Performance-based bonuses
- Company vehicle + gas card
- Company phone and tablet
- Paid training and ongoing technical development
- Advancement to Senior Service Foreman, Field Manager, or Production Manager
- PTO and benefits package available