

Snow & Ice Removal – Performance Expectations

At Perficut, we believe it's important that all employees know and understand what is expected of them, as well as what will be considered when evaluating their performance in the Performance Review process. The purpose of this document is to clarify expectations, to ensure a successful snow and ice removal season!

Expectations for All Snow & Ice Event Positions

- Complete required internal training, and pass training assessments
- Make sure Site Manager has contact information for you, and that your phone is charged and ready at all times
- Watch weather forecasts; be prepared
- When called, report to the job site timely, as instructed; demonstrate consistent reliability
- Check in and out with Site Manager at the beginning and end of your shift
- Operate and maintain equipment in accordance with safety and quality standards; follow Standard Operating Procedures
- Follow all regulatory requirements pertaining to operating and transporting equipment and general snow removal
- Complete all necessary documentation, as instructed
- Immediately report issues to site manager, such as damage to vehicle, equipment, property or personal injury
- Perform just-in-time, light maintenance on equipment, as needed in the field
- Consistently wear appropriate dress and PPE (layers, warm socks, hat, scarf, insulated gloves, waterproof boots) and drink warm, sweetened non-alcoholic beverages throughout a snow event
- Watch for signs of exhaustion for self and co-workers; notify Site Manager or Senior Foreman of concerns
- Follow site-specific expectations, as appropriate (John Deere, UPS, Facebook and Mercy)
- No personal cell phone use or smoking while actively working on a job site (ok to use phone in vehicle, during breaks)
- Effectively communicate with the site manager, foreman and site workers
- Accurately record hours worked on a daily basis, in accordance with expectations
- Meet deadlines and follow instructions and expectations expressed by site supervisor or site foreman
- Must be able to pass substance abuse test when reporting for duty
- Immediately notify site manager of any customer complaints or questions
- Provide input to Site Manager or Senior Foreman, with suggestions to improve quality, efficiency or safety
- Display a positive attitude toward coworkers and customers
- Other duties as assigned, as determined based on business needs

Snow Operations Manager

- Ensure equipment is placed at job sites, according to contract expectations
- Manage/distribute vehicle and equipment keys
- Point of contact for the Help Desk team
- Determine when to dispatch sites with no assigned Site Manager
- Determine when to dispatch salt routes
- Determine site staffing and placement, in advance of the first event
- Place "extras" on job sites, at time of each event
- Move staff around, as needed, to ensure client expectations are met
- Overall problem-solving and trouble-shooting, as issues are identified
- Provide feedback and coaching to Site Managers and Senior Foreman, both positive and constructive
- Provide input into the snow portion of Site Manager and Senior Foreman annual performance reviews
- Provide input to the Account Manager, with process-improvement suggestions to improve quality, efficiency or safety

Site Manager/Senior Foreman

- Ensure employees assigned to you are trained to operate your specific equipment safely and properly
- Immediately notify the Shop when a piece of equipment needs repair
- Complete the Pre-Event, In-Event and Post-Event Checklists, and submit it to the Help Desk upon storm completion; within 48 hours of storm ceasing
- Closely monitor your phone with the goal of consistently answering it each time; if a call is missed, return the call ASAP (within one hour)
- Verify scope of work and payment arrangements prior to the completion of any extra work
- Refer to site map for site guidelines/specific expectations
- Ensure staff consistently follow Standard Operating Procedures
- Make and communicate the official “end of snow event” call to sites under your leadership
- Complete and submit all required paperwork and documentations such as route sheets, time sheets and post storm audits to Help Desk within 48 hours of storm ceasing.
- Be mindful of and watch for operator exhaustion, and monitor length of shifts for each employee; encourage breaks when working long hours; make sure employees know breaks are supported and encouraged
- Complete the **QUALITY SERVICE REQUEST** form for any complaint received
- Provide feedback and coaching to employees, both positive and constructive
- Evaluate the performance of employees under your leadership, on the Employee Performance Review
- Provide input into the snow portion of snow personnel’s annual performance review, for those not normally under your leadership
- Provide input to the Account Manager, with process-improvement suggestions to improve quality, efficiency or safety
- Responsible for inventory of salt use SALT INVENTORY REQUEST on the app for this
- Responsible for refueling sidewalk machine equipment and ensuring the staging area is clean and organized
- Responsible for informing the shop that they are needing fuel during and immediately following a snow event; this is done through SMARTSHEET>EQUIPMENT REPAIR REQUEST

Help Desk On-Call

- Continually monitor the Help Desk email inbox, and communicate as necessary
- Closely monitor and answer the Help Desk phone, and respond appropriately
- Follow all process, communication and documentation expectations; complete before the conclusion of each shift
- Monitor and update the QSR sheet during and after each snow event
- Monitor and update SMARTSHEET; check in/out during the event, post storm audits
- Ensure Route sheets are all turned in and accounted for after the event
- Follow in-event check list and Help Desk process for monitoring and reporting weather conditions as well as updates on crew activity. This is a combination of Constant Contact, Freese Notis, SMARTSHEET and Email.

Lead Help Desk

- Complete all necessary follow-up processes and paperwork, after the conclusion of each snow event
- Collect and prepare appropriate documentation; compile a Help Desk Report following each event, and provide it to the Snow Operations Manager 24 hours before the Snow Critique meeting
- Provide feedback and coaching to Help Desk On-Call personnel, both positive and constructive

- Provide input into the snow portion of Help Desk On-Call personnel annual performance reviews
- Monitor and update the QSR sheet during and after each snow event
- Monitor and update SMARTSHEET; check in/out during the event, post storm audits
- Ensure Route sheets are all turned in and accounted for after the event
- Follow in-event check list and Help Desk process for monitoring and reporting weather conditions as well as updates on crew activity. This is a combination of Constant Contact, Freese Notis, SMARTSHEET and Email.

Shop

- 24/7 operation during events
- Respond to calls within 30 minutes, with next steps and solutions
- Update SMARTSHEET>EQUIPMENT REPAIR REQUEST FORM, within 30 minutes. This will include an update on arrival time for the shop as well as updates on repairs.
- Keep equipment running before, during and after an event
- Maintain two employees on 12-hour shifts throughout a snow event
- Winterize and set up all vehicles and snow equipment
- Refueling of vehicles and equipment
- Coordinate and handle returning equipment back to the appropriate sites, after repairs have been made
- Assist with loading bag material deicing products at our Office location for SP's and internal staff when needed

Account Manager

- Complete site maps and pre-season site inspections
- Ensure contracts are signed prior to the season start
- Coordinate with Service Providers, once Production has assigned them to sites
- Monitor the Check in/outs in SMARTSHEET for their particular sites, to ensure timing expectations are being met
- Site checks to ensure client expectations are met
- Communication with clients
- Post-event site inspections, to ensure quality and completion
- Communication with HELP DESK and Snow Operations Manager on any changes to the contract during the season, and updating maps as needed. Special requests for services outside of contract terms will need to be ran through the Snow Operations Manager prior to the working being performed.