



## Position Description

**Job Title:** Assistant Superintendent / Customer Care Technician (ASCCT)

**Team:** Field

**Reports To:** Lead Superintendent

**FLSA Status:** Exempt

**Billable Hours:** 40 hours per week

**Status:** Full-Time

**Date Revised:** March 12, 2026

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## Position Summary

The Assistant Superintendent / Customer Care Technician (ASCCT) is a field-based hybrid role that supports both active construction projects and small service projects for past clients. In the Assistant Superintendent capacity, the ASCCT works closely with the Site Superintendent to coordinate daily jobsite activities, manage subcontractors, oversee site logistics, interpret construction documents, and support quality assurance and quality control efforts. In the Customer Care Technician role, the ASCCT manages and often performs small repair, maintenance, and improvement projects, including diagnosing building systems, preparing scopes and bids, coordinating materials and labor, and maintaining strong client communication. This role requires a high level of organization, construction knowledge, and customer service to ensure projects are completed safely, efficiently, and in alignment with Green Hammer's mission and values.

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## Core Responsibilities

### 1. Assistant Superintendent (50%)

- Promote and maintain a jobsite culture focused on safety, cleanliness, and professionalism.
- Ensure all onsite personnel understand and follow project policies and safety requirements.
- Coordinate daily jobsite activities to maintain project schedule and milestone completion.
- Oversee subcontractor work to ensure compliance with project scope, plans, and specifications.
- Identify construction conflicts or issues and communicate solutions with the Site Superintendent.
- Perform ongoing quality assurance inspections and document deficiencies.
- Participate in project meetings including pre-construction, progress, client, and acceptance meetings.
- Manage or self-perform in-house scopes of work as needed.
- Mentor and direct field staff.
- Assist with punch list completion and project closeout.

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## 2. Customer Care Technician (50%)

- Diagnose and troubleshoot building, plumbing, and mechanical systems.
- Perform or coordinate repairs, maintenance, and improvements to completed projects.
- Prepare scopes of work, budgets, and bids for small projects.
- Procure materials and coordinate scheduling for small project execution.
- Maintain strong relationships with past clients through responsive communication and service.
- Perform hands-on construction work when required.
- Coordinate with the Lead Superintendent to ensure quality work and excellent customer service.
- Request in-house labor resources when needed.
- Maintain and manage personal project schedules with oversight from the Lead Superintendent.

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## Success in This Role Looks Like

- Construction projects remain organized, safe, and on schedule.
- Subcontractors clearly understand expectations and perform work that meets Green Hammer's standards.
- Field issues are identified early and resolved efficiently.
- Quality assurance processes are consistently applied and deficiencies are addressed quickly.
- Small projects are completed efficiently, profitably, and with minimal disruption to clients.
- Clients feel supported and well-informed throughout service work and small projects.
- Communication between field staff, subcontractors, and leadership is clear and proactive.
- Work reflects Green Hammer's commitment to sustainability, building science, and high-performance construction.

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## Key Competencies

### Construction Knowledge

Demonstrates strong understanding of residential construction practices, sequencing, building science, and project execution.

### Leadership and Field Coordination

Provides direction to subcontractors and field staff while maintaining accountability, professionalism, and collaboration on the jobsite.

### Problem Solving

Identifies field challenges early and develops practical solutions that maintain schedule, safety, and quality.



### **Customer Service**

Builds strong relationships with past clients by communicating clearly, responding quickly, and delivering high-quality repair and service work.

### **Organization and Project Management**

Manages multiple tasks, schedules, and priorities while maintaining clear documentation and communication.

### **Communication**

Communicates effectively with clients, subcontractors, and internal team members.

### **Sustainability Mindset**

Supports Green Hammer's mission through responsible building practices, material efficiency, and attention to building performance.

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## **Qualifications + Requirements**

- Minimum **15 years of experience in the construction industry**, including residential and commercial construction and remodeling.
- Demonstrated commitment to sustainability and building science, including familiarity with sustainable materials and high-performance building practices.
- Ability to read and interpret full construction plan sets, including architectural and structural drawings.
- Understanding of construction terminology, scheduling, and project planning concepts.
- Proficiency with spreadsheets, email, and software commonly used in the construction industry.
- Strong organizational, presentation, and interpersonal skills.
- Ability to perform hands-on carpentry work when required.
- Appropriate hand and power tools for typical carpentry tasks (tool list required with application).
- Reliable work truck or van and valid driver's license.

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## **Green Hammer Culture**

Green Hammer is committed to designing & building healthy, high-performance buildings that support people, community, and the environment. Team members are expected to contribute to a collaborative, respectful, and mission-driven work environment that reflects the company's values of craftsmanship, sustainability, and accountability.

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