



Mitigation Technician Job Description

The Mitigation Technician is responsible for working as part of a team to perform emergency services and contents restoration work while adhering to company policies and procedures regarding remediation. The individual will also adhere to IICRC, EPA, OSHA, and local requirements regarding safety and hazardous materials handling. Other qualifications and responsibilities might arise as deemed necessary by circumstances. The individual must be available for emergency response work after-hours and on weekends.

Facilitate the timely and profitable delivery of all services while maintaining company standards for quality and customer satisfaction.

Essential Duties and Responsibilities

- Conduct moisture inspections
- Perform initial site visits
- Prep area for mitigation according to IICRC standards
- Take photos of jobs assigned at start, completion, and throughout the process
- Sets up restoration equipment within guidelines
- Monitors mitigation equipment and logs the information into drying software
- Complete required forms for each step of the mitigation process
- Clean up assigned job sites after demolition
- Responsible for maintaining assigned vehicles and equipment
- Responsible for unloading trash assigned areas
- Responsible for unloading and reloading assigned vehicles with equipment
- Responsible for recording your time and coding it to the job assigned
- Maintain all company restoration and cleaning equipment, including wiping down equipment, keeping it clean, and organized in the shop
- Safely perform demolition of structural damage to properties through the use of company approved hand and power tools
- Safely follow cleaning process' for contents, structural damage and mold remediation
- Communicate with supervisor regarding any broken or damaged equipment so that all equipment can properly maintained to be available at all times
- Exhibit customer service skills by communicating with everyone including customers, vendors and temporary help in a professional, kind, respectful and honest manner
- Communicates with management in a timely, respectful, honest, and professional manner
- Exceed company targets for client and customer satisfaction measured through client feedback and reviews
- Perform other duties as needed which may include cross-training in related positions
- Participates in on-call rotation after hours



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Knowledge

- **Customer and Personal Service** - Knowledge of principles and processes for providing customer services
- **English Language** - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Public Safety and Security** - Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- **Water Mitigation:**
 - Excellent working knowledge of hand and power tools.
 - Basic understanding of fire damage clean-up
 - Basic understanding of water mitigation, removing/disposing of non-salvageable materials and demolition work
 - Basic understanding of mold remediation, setting containments and applying antimicrobial procedures
 - Basic understanding of pack-outs, removing/disposing of non-salvageable materials and demolition work

Working Relationships and Scope

- Maintain strong working relationships with team members through verbal and written communication and documentation
- Maintain strong working relationships with management through verbal and written communication and documentation
- Maintain strong working relationships with appropriate insurance industry, trade association, training provider, supplier and community contacts

Skills

- **Critical Thinking** - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- **Learning Strategies** - Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- **Speaking**- Talking to others to convey information effectively.
- **Writing**- Communicating effectively in writing as appropriate for the needs of the audience.
- **Service Orientation**- Actively looking for ways to help people.
- **Complex Problem Solving**- Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- **Equipment Selection**- Determining the kind of tools and equipment needed to do a job
- **Time Management**- Managing one's own time and the time of others.
- **Organized** - can manage a variety of tasks and details without sacrificing quality, accuracy, and efficiency



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- **Hard Worker** - committed to maintaining a strong work ethic and can be depended upon to follow through on responsibilities
- **Team Player** - enjoys working with others and can contribute to a high company morale
- **Communication** - Strong communication, listening, and interpersonal skills.

Physical Demands

- Ability to recognize and report hazards and apply safe work methods
- Ability to lift a minimum of 50 pounds regularly, occasionally up to 100 pounds with assistance
- Ability to climb ladders, work at ceiling heights, work in tight spaces (e.g., crawl spaces, attics)
- Ability to repetitively push/pull/lift/carry objects
- Ability to work with and around cleaning agents
- Ability to successfully complete a background check subject to applicable law

Education and Experience Requirements

- A high school diploma or GED
- Valid Driver's License
- IICRC Certification (preferred)
- 1 year of job related experience

Schedule

- Monday through Friday
- On call
- Overtime
- Position may include weekends and holidays

Supplemental Pay Types

- Bonus pay
- Reimbursements



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Employee Signature

Date

Print Employee Name

Operations Manager

Date

The job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.