

Mitigation Technician

Why John Grace?

John Grace is an industry leader and one of the most locally referred restoration companies in West Michigan for a reason. Our team is skilled and experienced at mitigating and restoring property damage. We work for property owners, and together we work alongside the insurance companies to navigate their loss. While our culture is genuine, fun, and passionate, we take our role very seriously because we know how devastating the loss can be to clients.

Purpose of the Mitigation Technician Role

Did you grow up wanting to be a superhero? Us too! As a Mitigation Technician, you get to live out your childhood dream by coming in and taking a bad situation and rescuing homes for the communities of people we serve. Our purpose is to restore lives. Just like any other superhero, you will be on call for emergency situations, so we are looking for someone that is committed to their role and being on the rotating on-call schedule in the case of a weather event. In those situations, you will need to be readily available to respond as assigned by the Mitigation Manager.

We are looking for someone who

- Has a positive attitude with a desire to learn; adaptable to the needs of the organization, including cross- departmental training when needed
- Takes pride in their work
- Reports to work on time; Adheres to on-call rotation schedule and be available for weather related events
- Is Professional, following company-provided dress code and maintains good personal hygiene

Key responsibilities & duties

- Communicates clearly and professionally with Manager, teammates, homeowners and referring insurance agencies; uphold John Grace's professional reputation
- Job-site inspection and monitoring, unloading and loading equipment, driving company vehicles to job-sites, adheres to all company policies and procedures paying special attention to health and safety procedures
- Water Mitigation; Must be willing to learn how to perform water mitigation, including water extraction, demolition, content manipulation, and industrial drying equipment placement. Other duties require building materials removal, carpet lifting, pad removal, and cleaning and disinfecting contaminated work zones
- Structure Cleaning; Must be willing to learn structure cleaning after a fire loss, through multiple cleaning systems depending on job site. Main duties include the removal of soot and smoke damage from building materials through the use of cleaning techniques, or required demolition. Other duties include gaining knowledge on odor remediation as well as organization, carefulness with homeowner's contents, and attention to detail

- Demolition; Must be willing to learn demolition, including removal of building materials, and the proper methods of dust-free work environments, and safety precautions that will deliver clean and efficient jobs. Other duties include plastic barrier containment procedures, and negative air set ups
- Mold Remediation; Must be willing to learn microbial growth remediation, including following the same processes of demolition with the emphasis on safety and compliance with industry standards for mold remediation. Technician provided with all proper protective equipment for such procedures
- Other tasks that may be encountered throughout the daily agenda would be heavy content manipulation, sewage back up cleaning, temporary roof repairs, sketch job sites, and provide detailed scope of work being completed
- While performing the duties of this job, the employee is regularly required to talk and hear. This position is a very active and requires standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing. The employee must have the ability to lift and/or move items over 50 pounds
- Company vehicles and provided tools must be treated with respect, and kept clean and organized
- Perform other related duties as assigned

Benefits

- Company cell phone or reimbursement
- Paid vacation
- Benefits Package - Medical | Dental | Vision | Retirement
- Liability and Workers Comp provided