



Supervisor Roles&Responsibilites + Training Checklist

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SKILLS AND ABILITIES

The construction crew supervisor is often the first career step taken by skilled worker who wish to move into construction management.

- Crew leaders need excellent verbal and written communication skills, the ability to read technical documents, drawings and specifications, and business communications. They must be able to document crew activities and job progress. they are required to use company specific procedures to request materials, personnel or other resources necessary to complete assigned tasks.
- Crew leaders must possess the organizational skills to plan the activities of others, and to manage and participate in meetings with their workers and other on-site personnel.
- A crew leader requires a good working knowledge of the employer’s responsibilities and roles for safety, employment practices and emergency procedures.
- Crew leaders need the ability to use computers for entering and retrieving project or crew information is a trend that is becoming increasingly more important.

It is beneficial if the crew leader is able to operate portable computers, use standard business software or customized programs related to the management of construction projects or personnel administration.

OCCUPATIONAL SKILLS

TREND: The ability to read, write, document materials, hours, and progress, and to perform trade calculations is required for most occupational tasks. The use of computers to perform these tasks is not yet an industry requirement, but given the growth of this technology in other sectors, it can be expected that the ability to use portable computers will be an essential skill eventually.

Documentation and Record Keeping

Outcome: Be able to read, interpret and create reports and records related to crew supervision and construction project management.



1. Read and interpret job drawings and specifications.
2. Read business correspondence, internal communications, documentation, procedure manuals etc.
3. Be able to create and submit material orders, standardized forms, records of materials used, logs, crew hours worked etc.
4. Be able write incident reports, safety reports, meeting agendas, minutes, progress reports etc.
5. Maintain accurate records of crew time and wage information.
6. Describe in general terms privacy legislation as it applies to the role of crew supervisor.

Verbal Communication

Outcome: Be an effective communicator with crew members, supervisors, clients, other trades/crews etc

1. Describe the basics of effective spoken communication, including, verbal and non verbal communication.
2. Describe listening skills and the use of feedback or interviewing techniques for gathering information and communication.
3. Be able to plan and conduct crew meetings, such as safety meetings, 'tail gate' meetings, daily progress, etc.
4. Be able to participate in contractor meetings, staff meetings etc..
5. Communicate with crew members, other trades / occupations, customers etc. on site.
6. Able to provide clear instructions, directions to crew members.

Formal Communication

Outcome: Be able to evaluate and select the appropriate form of communication for dealing with crew members, supervisors, suppliers, customers, and other personnel associated with a work site.

1. Describe formal communication methods for dealing with vendors, customers, suppliers, sub contractors and manufacturers, etc.
2. Describe in general terms, requirements for maintaining company/business related information or materials confidential.
3. Describe formats for internal and external business communication as per company requirements.

Leadership Skills

Outcome: Be able to create and lead an effective, cohesive team of skilled workers.

1. Be able to describe the roles and relationship of crew supervisor and crew.
2. As crew supervisor maintain a respectful work site.
3. Be able to resolve conflicts among crew members, or with other personnel on site.
4. Coach and or mentor crew members.
5. Use personal time management techniques to ensure time is used effectively.
6. Act as role model for appropriate behaviour for crew members.
7. Act with ethics and integrity.
8. Build and promote effective teams

Computer and Software Applications

Outcome: Be able to operate portable computers, use standard business software, or customized programs related to the management of construction projects or personnel administration

1. Operate personal computers and operating systems.
2. Use a word processor to review and create documents.
3. Use spreadsheets to review data and perform calculations related to construction project management.
4. Use email and network connections for business communication and transmitting documents.

- 5. Access on line databases and other data sources to access manuals, specifications, documents, product information, and orders for materials or other resources required for a construction project.
- 6. Be able to learn how to use company specific proprietary programs as required.

MANAGING COMPLIANCE

TREND: The crew supervisor is responsible for ensuring that the crew works in compliance with all applicable regulations, codes and policies. Increased awareness of environmental impact of construction activities, and zero tolerance for unsafe practice has meant an increased responsibility for ensuring that workers are aware of, and follow the rules.

Outcome: The supervisor will have a high knowledge and understanding of the legal responsibilities of the employer and the employee in regard to safety, the use of materials hazardous to health or the environment, and site or employer specific rules and policies governing the crew and crew activities.

- 1. Be able communicate emergency procedures, fire procedures, emergency site evacuation, access information to crew members.
- 2. Be able to assign, complete, assign and or check, work permits, safety permits
- 3. Be able communicate and administer environmental policies and regulations at the worksite.
- 4. Ensure crew compliance with WHMIS regulations
- 5. Ensure crew compliance with Occupation Health and Safety and Workers Compensation Board regulations.
- 6. Ensure compliance with Workers Compensation Board reporting procedures
- 7. Ensure crew compliance with all applicable environmental legislation.
- 8. Supervise crew activities for safe practices and procedures.
- 9. Describe the legal responsibilities of employer and worker for work site safety.
- 10. Conduct injury prevention programs such as stretching exercises, monitoring repetitive activities, ensure that workers get periodic breaks from repetitive energies.
- 11. Conduct Job Hazard Assessments

MANAGING MATERIAL AND RESOURCES

TREND: The crew supervisor has a critical role in ensuring that a project proceeds efficiently with respect to the use of time and materials.

Outcome: The crew supervisor will ensure that the resources required to keep the job on track and the crew working efficiently are available with minimal waste.

- 1. Be able to make or modify work schedules.
- 2. Be able to plan jobs and activities that optimize productivity and crew capacity.
- 3. Be able to 'take off' required materials and tools to complete work on site from prints and specifications.
- 4. Ensure that tools and materials, PPEs, etc. required for the job are available when needed.
- 5. Ensure the appropriate controls and storage are in place for tools and equipment.
- 6. Ensure that tools and equipment maintenance is scheduled and performed as required.

MANAGING JOB QUALITY

TREND: The construction supervisor must ensure that the crew they supervise follow the proper procedure, materials etc. as specified by the applicable code or the customer specifications.

Outcome: The crew supervisor will ensure that jobs are done to all the standards that apply.

- 1. Ensure compliance with all applicable codes, specifications, work orders, quality procedures.
- 2. Verify that the material and processes used comply with job specifications.
- 3. Be able to schedule inspections that occur at the proper time.

4. Ensure that job is ready for inspection when inspection is scheduled.
5. Conduct work in progress, 'as built' and commissioning inspections.
6. Ensure that required notifications of results of inspection are made.
7. Ensure that any action required as a result of inspection are made.
8. Prepare 'as built' records and drawings.
9. Describe procedures for ensuring that structures worked on are protected from damage.
10. Seek advice, guidance, direction as required within the chain of command

MANAGING CREWS

TREND: A supervisor must maintain a relationship with the crew that enables the crew to work efficiently and productively.

Outcome: Supervisor will motivate crew members to work efficiently without waste.

A. Manage Performance

1. Be able to measure productivity and crew performance.
2. Devise strategies to improve productivity. quality and performance.
3. Conduct individual worker performance and provide feedback.
4. Motivate crew members for high performance.
5. Be able to set achievable goals for crew members.

B. Supervision

Outcome: The crew supervisor will communicate all applicable rules, regulations, policies to crew members as required, and ensure that crew members are properly trained to perform the tasks they are assigned.

1. Describe supervisor's responsibility for controlling access to the worksite
2. Explain the importance of ensuring that tasks assigned to workers match their abilities.
3. Be able to recognize when to refer employees to assistance programs and resources available through employer, employee associations, etc..
4. Orient new crew members to crew and work site.
5. Evaluate crew member need, and or readiness for training.
6. Arrange, schedule, request crew member training as required.
7. Communicate and administer work site, company rules, policies with crew members.
8. Describe the common leadership styles, and how and when to use different leadership styles.
9. Monitor and supervise employees on modified work rules.
10. Administer discipline policies.
11. Describe the sections of a collective agreement that governs the actions of the supervisor and crew where applicable.

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