

SERVICE CREW MEMBER – ROOFING

Job Description

Position Title: Service Crew Member – Roofing (Repairs & Service)

Employment Type: Full-Time, W-2

Compensation: Competitive hourly pay

Location: Pennsylvania & Indiana Service Areas

Position Overview

The **Service Crew Member** is a key member of Equity Roofing's two-person service and repair crew. This role focuses on diagnosing roofing issues, performing repairs, completing small installation work, and addressing service calls for residential and light commercial customers.

Service Crew Members work closely with the **Service Crew Leader and Production Team** to resolve roofing problems efficiently while maintaining the company's standards for **safety, quality, and customer service**.

The ideal candidate is **detail-oriented, dependable, and comfortable working alongside the service foreman to solve repairs in a variety of roofing systems**. Roofing experience is required since this is a 2 person crew and each crew member must understand how roofing systems work. The service crew member does not need to have the same level of experience as a foreman.

Responsibilities

Roof Repairs & Service Work

- Repair roofing issues including leaks, flashing failures, and storm damage
- Perform small installation projects including shingles, metal roofing, EPDM, TPO, flashings, vents, siding, and metal trim.
- Replace damaged shingles or roofing components

- Install new gutter systems and perform gutter repairs and adjustments when needed
 - Follow repair instructions from the Service Crew Leader or Production Manager
 - Solve callbacks and warranty issues.
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Jobsite Safety & Preparation

- Maintain a clean, organized, and safe jobsite
 - Use proper PPE and fall protection at all times
 - Assist with loading, staging, and transporting materials
 - Follow OSHA and company safety guidelines
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Quality Control

- Complete all repair work according to Equity Roofing quality standards
 - Ensure repairs are watertight and properly sealed
 - Identify underlying roofing issues and report them to supervisors
 - Take pride in clean, professional workmanship
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Customer Interaction

- Represent Equity Roofing professionally while on service calls
 - Communicate respectfully with homeowners when necessary
 - Maintain a clean jobsite and respect customer property
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Team Collaboration

- Work effectively as part of a two-person service crew
 - Communicate clearly with the Service Crew Leader and production team
 - Support team goals and complete service calls efficiently
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Tools & Documentation

- Use hand tools and power tools safely and correctly
 - Assist with jobsite photos and service documentation
 - Help maintain organized trucks, tools, and equipment
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Requirements

- Roofing experience preferred (repairs, shingles, or metal)
 - Ability to lift **50–80 lbs** and work on ladders and steep roofs
 - Comfortable working outdoors in varying weather conditions
 - Reliable transportation to jobsite or meeting points
 - Strong work ethic and willingness to learn
 - Ability to follow instructions and work independently
 - Commitment to safety and quality craftsmanship
 - Understand roofing and carpentry tools and terminology.
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Preferred Experience

- Roofing repair experience
 - Leak detection and troubleshooting
 - Shingle roofing installation or repair
 - Metal roofing knowledge or experience
 - Flashing and waterproofing experience
 - Gutter repair or installation experience
 - EPDM and TPO installation experience
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Compensation & Benefits

- Competitive hourly pay
 - Power tools and equipment provided
 - Paid training and advancement opportunities
 - Path to become **Service Crew Leader or Production Supervisor**
 - Supportive, team-driven culture focused on safety and quality
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