



SERVICE ESTIMATOR

It Starts with Me | Details Matter | Make it Memorable | Be Generous | Together, We Thrive

Role Summary

The Service Estimator is responsible for delivering value-driven roofing solutions to clients through strong technical knowledge, exceptional customer service, and proactive communication. The Service Estimator works closely with Sales and Service to develop practical, cost-effective solutions while maintaining ongoing communication with customers throughout the sales and project lifecycle.

Primary Responsibilities

- Evaluate roofing issues and conditions through site visits, technician reports, photographs, roof cores, and customer discussions.
- Serve as a roofing solutions expert by identifying the root cause of roofing problems and recommending practical, cost-effective repair solutions.
- Assist customers in understanding available options, pricing, repair priorities, and long-term roof management.
- Develop repair and service proposals that align with customer needs, manufacturer specifications, warranty requirements, and local building codes.
- Provide prompt proposal turnaround to support customer needs and maximize service opportunities; actively manage and follow up on outstanding proposals to maximize close rates.
- Maintain consistent communication with customers throughout the sales process, including follow-up calls, status updates, and proposal reviews.
- Collaborate with Service Technicians and Operations personnel to gather project information and develop accurate scopes of work.
- Review awarded projects to ensure complete understanding of project scope, materials, scheduling, and customer expectations.
- Assist in procuring materials when required.
- Manage assigned projects through completion, including:
 - Coordinating with Service Technicians to ensure work progresses according to schedule.
 - Ensuring pre-task planning, safety requirements, quality standards, and customer expectations are met.
- Comply with all company policies and procedures; maintain confidentiality of company and customer information.
- Perform other related duties as assigned.

Experience & Requirements

- Minimum of three years of commercial roofing, construction, service, project management, or related industry experience.
- Strong working knowledge of commercial roofing systems, roofing materials, leak diagnosis, repair methods, and industry best practices.
- Ability to identify roofing deficiencies and recommend appropriate repair or replacement solutions.
- Ability and willingness to learn estimating software, pricing strategies, and proposal development.
- Compliance with drug, motor vehicle record, and background screenings.

Skills & Personal Attributes

- Provide accurate and solution-oriented responses to customer needs.
- Build lasting customer relationships through frequent communication and follow-through.
- Strong technical roofing knowledge and sound judgment.
- Ability to convert opportunities into awarded work through trust, expertise, and responsiveness.
- Deliver an exceptional customer experience from initial contact through project completion.

A world-class employer and self-performing building envelope contractor in every community we touch.



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- Ability to manage multiple clients, opportunities, projects, and deadlines simultaneously.
- Proficiency with Microsoft Office applications and general computer software.
- Strong written and verbal communication skills.
- Working knowledge of construction safety standards and industry best practices.

Aligning with our Core Values

- **It Starts With Me:** Takes ownership of customer needs, opportunities, and project outcomes.
- **Details Matter:** Delivers accurate assessments, estimates, and scopes of work.
- **Make It Memorable:** Provides responsive service and an exceptional customer experience.
- **Be Generous:** Shares knowledge freely and supports customers and teammates without hesitation.
- **Together, We Thrive:** Partners effectively with service technicians, operations, and clients to achieve successful outcomes.

Position Type: Full time, salary (exempt)

Schedule/Core Hours: 6:00AM Start

Reports to: President

Korellis Roofing, Inc. is an Equal Employment/Affirmative Action Employer and participates in the Federal E-Verify Program.