

General Manager

Job Details

Pierce Lee Roofing is seeking an experienced and driven General Manager to lead our organization and advance growth and operational excellence. This role is responsible for the overall performance, profitability, strategic direction, and culture of the company. The ideal candidate is a proven leader with extensive experience in commercial roofing, construction, or a related industry who can successfully balance strategic planning with hands-on execution. You will oversee all aspects of sales, operations, project execution, customer experience, safety, and team development while driving accountability and results.

Reporting directly to the Chief Operating Officer, the General Manager will play a key role in shaping the future of Pierce Lee Roofing and ensuring we continue delivering exceptional service, quality workmanship, and industry-leading safety standards.

Job Type: Full-time

Schedule: Monday to Friday

Why You Should Apply

This position requires a hands-on leader who embodies Pierce Lee Roofing's Core Values—if these define you, we would love to hear from you!

- **Take Pride in Your Work:** Lead with accountability and uphold high standards of quality, service, and professionalism.
- **Be Hardworking & Passionate:** Inspire excellence through dedication, initiative, and a commitment to company success.
- **Communicate Openly & Honestly:** Build trust through transparency, collaboration, and clear communication.
- **Solve Problems Effectively:** Make sound decisions and develop practical solutions that benefit customers, employees, and the business.

Responsibilities

- **Drive Business Performance**
 - Lead and oversee all aspects of company operations, revenue growth, profitability, and operational efficiency.
 - Develop and execute annual business plans, budgets, and strategic initiatives.
 - Monitor key performance indicators and implement corrective actions when necessary.
 - Drive accountability for company goals, financial performance, and operational results.
 - Ensure achievement of targeted gross margins, net profits, and key performance metrics.
- **Lead Sales & Market Growth**
 - Build and strengthen relationships with building owners, property managers, general contractors, architects, consultants, and industry partners.
 - Oversee estimating, bid strategies, pricing, contract negotiations, and key customer relationships.
 - Identify new market opportunities, service offerings, and growth initiatives.
 - Represent the company at industry events, networking opportunities, and customer meetings.
- **Oversee Operations & Project Execution**
 - Direct all roofing, sheet metal, service, and maintenance operations.
 - Ensure projects are completed safely, on time, within budget, and according to company quality standards.
 - Lead workforce planning, scheduling, resource allocation, and equipment management.
 - Remove obstacles impacting project performance and customer satisfaction.
 - Establish consistent processes and accountability across departments.
- **Champion Safety**
 - Promote and reinforce a strong safety-first culture.
 - Ensure compliance with OSHA regulations and company safety practices.
 - Review incidents, identify root causes, and implement corrective actions.
 - Manage risk associated with contracts, insurance claims, and jobsite activities.
- **Develop People & Culture**
 - Recruit, mentor, and retain top talent.
 - Lead and support department leaders across operations, project management, service, sales, and administration.
 - Establish clear expectations, performance standards, and accountability.
 - Foster a culture built on hard work, integrity, pride in craftsmanship, open communication, and problem-solving.



- Drive Continuous Improvement
 - Implement and improve systems, reporting tools, and operational processes.
 - Utilize data and scorecards to support decision-making.
 - Lead initiatives that improve productivity, profitability, customer satisfaction, and operational performance.

Qualifications

- 10+ years of progressive leadership experience in commercial roofing, construction, or a related industry.
- Proven success managing business operations and P&L responsibility.
- Demonstrated ability to drive sales growth and operational excellence.
- Experience leading multiple departments and managing through other leaders.
- Strong financial and business acumen.
- Bachelor's degree in business, construction management, engineering, or a related field preferred.
- Experience working within EOS® or a similar operating system preferred.

Knowledge & Skills

- Strong understanding of commercial roofing systems, including TPO, EPDM, PVC, and metal roofing
- Expertise in project management, estimating, service operations, and construction practices.
- Outstanding leadership, communication, and relationship-building skills.
- Strong organizational, planning, and problem-solving abilities.
- Ability to think strategically while maintaining a hands-on leadership approach.

Benefits

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| • 401(k) | • Employee discount | • Life insurance |
| • 401(k) matching | • Flexible spending account | • Paid time off |
| • Dental insurance | • Health insurance | • Referral program |
| • Employee assistance program | • Health savings account | • Vision insurance |

Interested?

Start your career with a company that cares about the work you do. Join Pierce Lee Roofing today! If you are interested in joining our team, stop in and fill out an application at our location: **219 23rd St N, Fargo, ND 58102**. Or, [click here](#) to fill out the application and email to careers@plroofing.com or [fax it](#) to **701-232-6666** with **Attention: Human Resources**. Please feel free to call us at **(701) 232-7023** if you have any questions.

Pierce Lee Roofing is an Equal Opportunity Employer. Qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, sexual orientation, gender identity, disability, age, or veteran status.

We are a drug-free workplace with pre-employment drug testing.