

Job Title: Crew Leader

Location: Buncombe and Surrounding Counties

Employment Type: Part-Time Hourly Employee

Reports To: Owner (Operations Director)

About Us

Based in Arden, North Carolina, AVL Outdoor Lighting & Design is a family-owned company specializing in architectural, landscape, and event illumination across Western North Carolina. We are on a mission to transform spaces by creating custom lighting designs that deliver emotional impact—offering peace, delight, and a feeling of security. Our team prioritizes creativity, quality craftsmanship, and customer care to bring each client's vision to life.

Position Summary

AVL Outdoor Lighting & Design is seeking a motivated, technically skilled **Crew Leader** to help lead our field operations team while supporting the continued growth and efficiency of the company. This position combines hands-on outdoor lighting installation work with operational leadership responsibilities and customer interaction. This individual will work closely with upper management to improve systems, maintain morale, and help streamline day-to-day operations.

This role requires strong leadership skills, excellent communication, technical problem-solving ability, and a commitment to delivering exceptional customer experiences.

Ideal Candidate Traits

- Self-motivated and dependable
 - Positive attitude and team-oriented mindset
 - Strong attention to detail
 - Organized and proactive
 - Solution-oriented
 - Calm under pressure
 - Willingness to learn and grow into expanded operational responsibilities
 - Takes pride in high-quality workmanship and customer satisfaction
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Key Responsibilities

Field Leadership & Installation

- Lead and supervise field technicians on installation and maintenance projects
- Assist with the installation, maintenance, and repair of low-voltage outdoor lighting systems
- Read and interpret lighting design plans, approved estimates, and diagrams
- Ensure projects are completed safely, efficiently, and to AVL Outdoor Lighting & Design quality standards
- Maintain clean, organized, and professional job sites
- Train and mentor field technicians on installation techniques, troubleshooting, and company procedures
- Monitor crew performance and help maintain a positive, productive work environment

Operations & Logistics Support

- Assist the Operations Director with logistics planning and scheduling crews and jobs
- Order supplies and materials for upcoming jobs
- Manage and track inventory, tools, and equipment
- Help develop systems and processes that improve efficiency and workflow
- Communicate regularly with upper management regarding project progress, field conditions, staffing needs, and operational improvements
- Support the development and documentation of operational procedures and resources

Service & Technical Responsibilities

- Independently handle service calls and troubleshooting appointments
- Diagnose and repair technical issues with lighting systems, transformers, wiring, timers, fixtures, and controls
- Keep detailed records of materials used, time, and work performed
- Identify opportunities for system improvements or upgrades while onsite
- Ensure service work is completed thoroughly and professionally

Customer Relations & Sales Support

- Communicate professionally and confidently with customers throughout projects and service visits
- Provide exceptional customer service and represent the company in a positive manner
- Educate customers on lighting systems, maintenance, and upgrade opportunities
- Identify and upsell additional services, fixtures, maintenance plans, or enhancements when appropriate
- Help maintain strong client relationships and customer satisfaction

Qualifications

Required:

- Working knowledge of electrical systems, wiring, and low-voltage installation.
- Experience in outdoor lighting, landscaping, electrical work, construction, or a related field preferred.
- Previous leadership or crew supervision experience.
- Strong attention to detail, troubleshooting and technical problem-solving abilities.
- Excellent organizational and communication skills.
- Ability to read and follow design plans and approved estimates.
- Ability to effectively lead a team while maintaining professionalism and morale.
- Comfortable interacting directly with customers and representing the company.
- Ability to work independently and make sound decisions in the field.
- Basic computer and smartphone proficiency.
- Ability and enthusiasm for lifting up to 50 lbs and working outdoors in various weather conditions.
- Comfortable using ladders, hand tools, and power tools.
- Valid driver's license with clean driving record.

Preferred:

- 3+ years experience in electrical, landscape lighting, or low-voltage installation.
 - 3+ years experience in landscaping, construction, or outdoor contracting.
 - Experience with LED lighting systems, smart lighting controls, or outdoor automation.
 - Electrical or low-voltage certification (where applicable).
 - Bilingual in English and Spanish.
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What We Offer

- Growth Opportunity: This position is designed for someone who wants to grow within the company and take on increasing operational and leadership responsibilities over time.
 - Competitive salary and performance-based bonuses.
 - Professional development and leadership training opportunities.
 - A collaborative, family-oriented culture that rewards initiative and craftsmanship.
 - Company vehicle or mileage reimbursement for client visits.
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How to Apply

To apply, please send your resume and brief introduction to Larissa Lopez, our Administrative Director, at larissa.lopez@avllights.com.