



JOB DESCRIPTION

Job Title:	Receiving & Repairs Logistics Operator
Purpose:	This position will support the Operations Department with repairs and installs through administrative and logistical functions.
Education:	High school diploma or GED required, Associates or Bachelor Degree preferred. Experience in a technical field is preferred.
Part time:	30-40 hours/week. Gallery hours: Monday-Friday 10a-5p and Saturday 10a-2p (rotation basis). Exact hours TBD.
Salary:	Hourly, Non-Exempt
Reports to:	Katelyn Houser, Integrator
Main Functions:	Receive and shelve order shipments Execute repair process Manage receiving and repair area Assist Installers on appointments

Methods for Achieving Results:

- Maintain an orderly receiving and repair area.
- Assist Installers with unloading boxes and refuse management in the receiving & repair area.
- Assist Installers on installation projects, as scheduled.
- Execute the Repair Process.
- Receive order shipments and inform Project Coordinator and/or Operations Director of items received.
- Contact clients to schedule service calls to their home.

- Perform service calls in home, as scheduled.
- Assist Gallery Sales Support with Gallery maintenance and clean up.
- Oversee vehicle maintenance and preventative care.
- Accomplish and/or assist with miscellaneous tasks as directed.
- Perform occasional deliveries as required.

Skills & Abilities:

- Ability to read and take accurate measurements.
- Above average mathematical ability.
- Ability to work with employees and clients with tact and professionalism.
- Ability to assemble, repair and re-install all window-covering products.
- Ability to use computer and technological tools to accomplish tasks (Microsoft Office, Internet mapping, iPad, iPhone, Internet applications).
- Skill in driving trucks and vans and in reading maps or use navigation to locate residential and commercial properties, with possible exposure to poor weather and road conditions.
- Good organizational and prioritizing skills.
- Ability to work without supervision, to initiate action when appropriate, and to follow through to project completion.
- Ability to handle stressful situations professionally and maintain a professional demeanor with dealers, other installers, and clients.
- Above average attention to detail and quality standards.
- Efficient use of time management in all activities.
- Return phone calls within one business day.
- Listen attentively to client questions and concerns and direct them to the best resource.
- Maintain a helpful, professional attitude.

Physical Requirements & Working Conditions:

- Dexterity sufficient to use various tools, including power tools.
- Ability to maneuver on a ladder up to 30 feet high.
- Ability to bend, reach, stoop, kneel, and pick up objects weighting up to 60 lbs.
- Ability to operate office equipment (computer, copy machine, fax machine, etc.).

Work Environment:

- Work is performed at a fast pace in an office environment.
- Work pressure exists due to lack of control over number of incoming phone calls. Extended sitting and learned physical skill is required to perform keyboarding.

Team & Client Relations:

- Responsible for good, daily attendance.
- Responsible for respectful, positive, thoughtful communication with all team members and clients.

- Align and support both the Core Values and Vision of Custom Blinds & Design.

The above statements are intended to describe the general nature of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all skills, abilities, tasks & duties required of personnel so classified. Custom Blinds & Design's reserves the right to revise the above job description at any time.