



Job Title:	Service & Installation Assistant
Education:	High school diploma or GED preferred.
Part-time Hourly:	30-40 hours/week. Install/Service hours: Monday-Friday 8:30a-6p and Saturday 9a-2p (rotation basis). Exact hours TBD.
Supervisor:	Katelyn Houser, Operations Director
Main Functions:	Maintain a positive, professional attitude to fully provide our "We Believe" VIP experience, as outlined on the Custom Blinds & Design website. Assist with install process Assist with service calls and repairs Assist with maintaining shop & service vehicles

JOB DESCRIPTION

General Summary

The Service & Installation Assistant will help the Operations team with installations and service/repairs of window coverings in the field, while providing our clients a valuable and positive VIP experience.

Specific Job Functions

- Prep shades before install, assist in the home, and help with trash management post-install.
- Assist with paper work for measurement, parts or installation completions as specified.
- Assist Operations team with service/repairs in the field and Receiving Area as required. Complete paper work for blinds/parts or service call completions as needed.
- Assist with maintaining company vehicles used for installs and service calls; keep inside and outside clean and professional in appearance.
- Perform team support functions included but not limited to: repairs and receiving area duties, (e.g. receiving and shipping of freight, stocking of shelves, equipment maintenance, cleaning, inventory, shelf building, et al).
- Receive order shipments and inform Project Coordinator and/or Operations Director of items received.
- Meeting preparation; sales support; inter-company requests.

- Perform occasional deliveries as required.
- Attend meetings and contribute information as appropriate.
- Other duties as may be assigned

Skills & Abilities:

- Ability to read and take accurate measurements.
- Ability to work with employees and customers with tact and professionalism.
- Ability to use computer and technological tools to accomplish tasks (Microsoft Office, Internet mapping, iPad, iPhone, Internet applications).
- Skill in driving trucks and vans.
- Good organizational and prioritizing skills.
- Ability to work without supervision, to initiate action when appropriate, and to follow through to project completion.
- Ability to read maps or use navigation to locate residential and commercial properties.
- Efficient use of time management in all activities.

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.
- Ability to carry objects weighing up to 60+ pounds.
- Ability to safely operate a vehicle (company van).
- Ability to operate office equipment (computer, copy machine, fax machine, etc.).
- Normal repairs and Receiving Area environment where there is minimal discomfort due to dust, noise or temperature.
- Local travel in company van each day, with possible exposure to poor weather and road conditions.

Team & Client Relations:

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

Core Values:

Family. We're all in this together. Welcome Home.

Agape. I love my job. We love our customers. You'll love what we do!

Intellectual Capital. We know our stuff.

Trust. We do what we say we're gonna do. We've got your back.

Humfident. Yeah, we made up a word...we're humbly confident and we have a lot of fun!

Core Focus:

Revised 03/04/2021

Shine your light...make someone's day. Create lasting impressions...joyfully!

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

, Service and Install Assistant

Date

Katelyn Houser, Operations Director

Date