



## JOB DESCRIPTION

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Job Title:	Service Technician
Education:	High school diploma or GED required. One to two years of window covering experience preferred.
Full-time Hourly:	30-40 hours per week. Schedule TBD upon hiring. Install/Service hours: Monday-Friday 8:00a-6p and Saturday 9a-2p.
Status:	Non-Exempt, Hourly plus Service Call Commission
Reports to:	Sarah Schwartz, Service Director
Main Functions:	Execute Service Process Follow-up with Operations & Sales Team Members Perform Service Calls and Repairs Maintain Shop & Vehicle

### Purpose:

The purpose of the Service Technician is to perform service/repairs of window coverings in the field and Repairs & Receiving Area, while providing our clients with a valuable and positive experience.

### Methods for Achieving Results:

- Perform service/repairs in field and in Repairs & Receiving Area as required. Complete paper work for blinds/parts or service call completions as specified.
- Follow-up with Operations and Sales Team Members regarding projects.
- Lead effectively with open communication and clear expectations to both Operations and Sales team members.
- Serve as technical specialist to assist clients with all products and provide expertise to team and clients.
- Maintain company vehicle used for service calls; keep inside and outside clean and professional in appearance.
- Collect balance due from a client at the completion of a successful service call.
- Perform team support functions included but not limited to: Repairs & Receiving Area duties (e.g. receiving and shipping of freight, stocking of shelves, equipment maintenance, cleaning, inventory, shelf building, etc.); assistance on installs; meeting preparation; sales support; inter-company requests.
- Accomplish and/or assist with miscellaneous tasks as directed.
- Perform occasional deliveries as required.
- Attend meetings and contribute information as appropriate.

- Maintain open communication with Service Director to ensure expectations are met by all Service Technicians.
- Utilize outside resources to provide a greater knowledge base.
- Delegation skills and follow-up with appropriate team members.
- Provide positively outrageous service.
- Return phone calls and emails within one business day.
- Maintain a positive professional attitude.

### Skills & Abilities:

- Ability to read and take accurate measurements.
- Above average mathematical ability.
- Ability to work with employees and customers 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.
- 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.
- 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 & 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.

*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.*