

SERVICE TECHNICIAN

Eagleville, PA

SUMMARY OF POSITION

The Service Technician works in a fast-paced, team-oriented environment that works closely with customers and Service Coordinator. The primary responsibility of this position is to perform service calls in a safe, professional, and efficient manner as to reflect the reputation of Salter's Fireplace. The service coordinator schedules appointments, prepares paperwork, and orders parts for the Technician. The Tech must perform consecutive service calls daily, and document in writing the results and follow-up necessary. Must be detail oriented with a strong work ethic focused on providing a positive customer experience.

JOB INFORMATION

Hours per week: 40

Reports to: Service Manager

Location: Eagleville, PA, 19403

Work Environment: Works independently in the field

TYPES OF SERVICE CALLS

1. **Repair Service**
2. **Warranty Service**
3. **Annual Maintenance**
4. **Good Will Service**

RESPONSIBILITIES

- Professional conduct at all times
- Safety is imperative
- Protect the customer's home and property from dirt and damage
- Be customer service oriented
- Perform service calls completely and efficiently
- Call office and or manufacturer when needing help or unsure
- Document: model, serial number, work performed, follow up service needed, readings, notable safety issues, and pictures.
- Communicate with coordinator and other team members
- Safety and care of company equipment (vehicles, tools, etc.)
- When repairing, to the best of your ability, fix it right the first time
- On maintenance calls, be thorough
- Communicate customer concerns to Manager as necessary.
- Follow all procedures as given and developed.
- Assist in development of procedures as requested by management.
- Other special projects and duties as assigned.
- Assist other aspects of company as needed.

- View training videos to further knowledge
- Promote Off-Season Maintenance/Forward Scheduling
- Look for selling opportunities inside the home
- Participate in Service Department meetings

HOURS

- Monday through Friday, 8:00 to 4:00
- Flexible schedule may be needed.
- Start and end times may vary based on schedule.
- Saturday hours are needed in the busy season.

TRAINING

- Learn Hearth 101
- Shadow (apprentice) Technician to learn “real world/in the field” service
- Followed by doing the service w/ tech along to guide/back up
- Manufacturer & industry training videos
- Manufacturer Tech (and sales) training
- NFI certification
- In-House training
- Service Department meetings

ATTIRE

- Staff shirts/sweatshirts are provided
- Jeans – clean, neat, not faded, no ripped holes

PHYSICAL DEMANDS

- Physical labor skills
- Frequent sitting and standing
- Hearing and speaking
- Lift & Carry 40 lbs.
- Distance vision
- Peripheral vision
- Depth perception
- Ability to adjust focus
- Color vision

BENEFITS



Paid Vacation



Paid Holidays



Health Insurance



Retirement Funding