

Service Technician Job Description

Position Overview:

The Service Technician is responsible for providing quality service visits to customers to inspect, repair and/or adjust Pella windows and doors in the field. The Service Technician will diagnose product issues in the field, determine and perform the correct resolution, and communicate accordingly with customers and internal service team. This position is responsible for ensuring all customer service calls are completed in a timely, accurate, and efficient manner while maintaining a customer-focused attitude.

Responsibilities/Accountabilities (include but are not limited to):

- Performs and completes service tasks as assigned, on Pella products in the field
- Problem solves and diagnoses difficult issues in the field
- Replaces glass in windows or doors; Installs items such as sashes, window shades, blinds, muntin, screens, etc.
- Provides customers with helpful information on the care, operation and maintenance of their Pella products
- Generates and updates all required service-related documentation following a service visit so that additional service calls can be scheduled, if necessary, and billing or credit can be completed.
- Conducts any necessary follow up service work and communication to resolve all assigned service tickets
- Performs job site walk-through and completes necessary documentation, identifies items that need attention or correction prior to project finalization
- Collects payment from customer as required
- Identifies and orders parts for follow up service calls, and coordinates with the internal CSR team as necessary
- Maintains stock of all necessary parts and equipment on a weekly basis
- Strives to achieve 100% Customer satisfaction while making it easy for customers to do business with the company and promoting market share growth; serves as a Customer Experience Champion
- Aids in the training of new Service Technicians, Customer Service Representatives or team members as requested
- Maintains assigned Service vehicle and coordinates with Manager and Service Team as needed on vehicle maintenance requirements.
- Performs any other necessary task assigned by the direct manager/supervisor
- Seeks out continuous improvement opportunities related to service processes
- Meets company safety requirements by keeping work area neat and clean, following safety precautions, and utilizing required personal protective equipment (i.e., shoes, safety glasses, fall protection, etc.), and reporting any safety issues to the manager
- Must have a valid driver's license and comply with the company Fleet Safety Policy

Skills/Knowledge:

- Provide superb customer experience
- Completes work in an efficient, timely and accurate manner
- **Enjoys working in fast-paced environment with a high sense of urgency**
- Ability to independently problem solve and make recommendations for resolutions
- Seeks out internal experts and utilizes their knowledge
- **Committed to following established processes**
- Focused on details and follow through

- Proficiency with Microsoft Office and ability to learn internal software programs and applications

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The qualifications, physical demands and work environment characteristics listed below are representative of the knowledge, skill, and/or ability required to successfully perform the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

Must have High School Diploma and dependable work history. Glazing experience preferred, 0-2 year's field service experience, or general business experience preferred. Prior knowledge of general construction applications and terminology and/or window and door applications or components is preferable. Prior experience with power tools is required (i.e. table saw, circular or miter saw, pneumatic nail gun, power drill etc.)

Computer Skills:

Proficiency with Microsoft® Word, Excel, Outlook and PowerPoint software applications. Will be expected to develop proficiency in Pella proprietary software (i.e. OSC/OFS, PQM, OMS, etc.).

Communication Skills:

Excellent verbal and written English language skills are required as well as good public relations, public speaking, and customer service skills. Ability to read, interpret, understand and explain documents such as sales processes, product specifications or warranty manuals. Ability to effectively present information to others, gather information from others, and respond appropriately to questions from customers, coworkers and managers. Must display excellent phone and email etiquette. Must be able to present appropriate attitude for the situation when interacting with customers or coworkers.

Professional Skills:

Must be a team player and exhibit a strong desire to learn and promote self-growth. Must be pro-active, self-disciplined, self-motivated, and have a demonstrated ability to follow projects through to completion. Attention to detail is required. Must be able to demonstrate organizational skills, prioritize tasks, and meet deadlines. Must be able to develop trust, respect, and confidence of customers, coworkers and managers. Must present in a clean and neat physical appearance. Must be able to investigate issues and resolve conflict in the best interests of the business and our customers.

Mathematical Skills:

Ability to subtract two digit numbers and to multiply and divide with 10s and 100s. Ability to perform calculations using units of money, time, measurement, etc. Ability to calculate figures and amounts such as proportions, percentages, area, length, width, height, and depth. Ability to apply basic concepts of algebra, geometry and general business math.

Physical Demands:

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, type or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to sit, stoop, or crouch. The employee must occasionally lift and/or move up to 100 pounds.

Time commitment required of this position will vary based on business needs.

Work Environment:

Work environment with this job includes company warehouse facilities, company service vehicle, and customer job sites or homes. The noise level of this job is typically moderate to loud. Temperature fluctuates with seasons.