
Pella Windows and Doors
Service Tech
Job Description



Position Overview:

Our Service Tech inspects, repairs or adjusts Pella windows and doors in the field; diagnoses product issues, determines efficient resolution plans and communicates tools necessary to resolve issues (i.e. labor, parts, tools or time needed to complete)

Responsibilities/Accountabilities includes the following, but not limited to:

- Performs and completes service jobs 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 window shades, blinds, muntins, screens, etc.
- Provides Customers with helpful information on the care, operation and maintenance of their Pella products
- Generates and updates all service-related paperwork by utilizing mobile technology and file folders 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 or communication to bring resolution and a *Very Satisfied* Customer Service Rating from all Customers; Serves as a Customer Service Champion at all times
- Performs job site walk-thru's and completes necessary paperwork, identifies items that need attention or correction prior to project finalization
- Collects Customer payment as required
- Identifies and orders parts over the phone or via fax through the CSR
- Loads Service van with all necessary parts and equipment on a weekly basis
- Abides by company Mission Statement, striving to achieve corporate goal of 100% Customer satisfaction, while making it easy for Customers to do business with the company and promoting market share growth.
- May be asked to assist in the training of new Field Service Technicians or employees in other departments
- Coordinates maintenance for assigned Service vehicle
- Performs any other necessary task assigned by the supervisor or company in support of company goals or assistance with customer issues
- Completes service work orders and communicates any ongoing customer or product related issues with CSR's
- Meets company safety requirements by keeping work area neat and clean, following safety precautions and wearing required safety apparel (i.e. shoes, safety glasses, fall protection, etc.), and reporting any safety issues to the manager
- Must have a valid driver's license and remain in compliance with company Fleet Safety Policy

Skills/Knowledge

- Skilled at safely handling large, heavy units, strong body and ergonomic awareness
- Demonstrates a strong work ethic and responsiveness to work load needs

- Demonstrates strong customer service skills, exhibiting empathy, courtesy, and clear, professional communication
- Able to follow a process and examining work flow to identify areas for improvement
- Able to safely operate a service vehicle
- Able to maintain open and effective communication
- Works collaboratively with delivery customers and Pella team members
- Adaptable to changing processes and priorities
- Works well without close supervision, but always keeps manager informed

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 or GED and dependable work history. Prior knowledge of general construction applications and terminology and/or window and door applications or components is required. Prior experience with power tools is required (i.e. table saw, circular or miter saw, pneumatic nail gun, power drill etc.)

Computer Skills

Familiarity with computers preferred. May be expected to develop proficiency in Pella proprietary software (i.e. product ordering and event scheduling) and/or company email systems (Outlook).

Communication Skills:

Excellent verbal and written English language skills are required as well as good customer service skills (in person or via the phone). Must be able to present information, gather information, and respond to questions from customers, managers, co-workers and the general public.

Professional Skills

Must be a team player and exhibit a strong desire to learn and promote self-growth. Must be pro-active, self-motivated, and have a demonstrated ability to follow assignments through to completion. Attention to detail is required. 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 problem solve and think creatively and positively when faced with obstacles.

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 read a tape measure and calculate lengths and cut pieces and parts to fit.

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, crouch, and climb ladders. The employee must occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Repetitive body motions may be required. Time commitment required of this position will vary with the seasons.

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.

Job Title	Service Technician
FLSA Status	Non-Exempt
Department	Service
Reports to	Service Manager