



POSITION/JOB TITLE: Window and Door Service Technician

LOCATION: Brooklyn Park Manufacturing

FLSA STATUS: Non-Exempt **AA/EEO CODE:** 6 (Craft Worker)

COC / SOC: 636 / 47-1212

POSITION SUMMARY: Provide outstanding customer service in parts sales, troubleshooting, adjustments, and repair for windows, patio doors, exterior doors, for FarNorth, Marvin, Andersen and other brands, both in the field and in the Service Center. Regular and reliable attendance is an essential function of this job.

ESSENTIAL FUNCTIONS:

1. Field Service Duties:

- A. Perform product inspections
 - a. Communicate and determine warranty versus non-warranty repairs to the project coordinators/homeowners/contractors
 - b. Inspect homeowner/contractors concerns thru written documentation, photo documentation and provide recommendation including maintenance recommendations to homeowner
 - c. Provide complete measurements and information for estimates on warranty and non-warranty work
- B. Troubleshoot, adjust, install, assemble and repair windows, patio doors, and exterior doors from a variety of manufacturers including FarNorth, Marvin, and Andersen
 - a. Complete install or repair in a timely manner and clean up the area after service
 - b. Collect balances from the customer as needed/directed
- C. Communication about each job's status, repair status, part needs, completion status with the service department and repair needs (warranty / non warranty) to customers and homeowners
 - a. Provide complete paperwork including documentation to support manufacturing warranty and non-warranty requirements
- D. Safely operate van and trailer to transport window and door components to job sites
- E. Maintain / Clean / Organize work vehicle

2. Service Center Duties:

1. Assist walk in and phone or email customers
 - a. Pull and sell parts to walk in customers
 - b. Prepare orders for delivery
 - c. Help customers identify product and give options for fixing problems
 - d. Give customers quotes for parts and in house repairs
 - e. Use forklift to restock service department with inventory
 - f. Maintain / Clean / Organize warehouse area
2. Pull parts for field service technicians
3. Using BisTrack software, write up orders and collect cash, credit card or check payments
4. Use saws, routers, etc. to customize parts that are not stocked
5. Repair FarNorth products
 - a. Replace damaged parts (glass, wood, hardware etc) on FarNorth windows, patio doors and exterior doors
 - b. Repair window and patio door screens
6. Keep track of scrap inventory
7. Keep track of inventory transferred from other departments
8. Assist in physical inventories
9. Assist millwork department with stacking or unloading trucks if time permits

3. Continuous Improvement

1. Support Continuous Improvement initiatives; follow Standard Work as it applies to your work area and job functions
2. Provide and seek input from your own team to identify process improvement opportunities
3. Follow standard work documented process for changing standard work
4. Participate in 6S events and sustain improvements in your assigned area
5. Support and promote Continuous Improvement Incentives within your area

4. Safety and Wellness

1. Offer suggestions to continually increase knowledge and awareness of Safety
2. Participate in safety and awareness training as assigned
3. Proper use of all PPE's at all times and in all circumstances
4. Operate equipment and tools according to established safety standards and regulations and only after being trained
5. Support and promote safety and wellness initiatives
6. Report all safety concerns, hazards and incidents
7. Follow ergonomically correct standards in the workplace
8. Housekeeping

ADDITIONAL RESPONSIBILITIES:

1. Maintain a positive company image in both attitude, appearance and dialogue
2. Perform other duties as directed by Supervisor
3. Responsible to maintain all company property (including vans and company supplied tools) in accordance with company policies
4. Willingness to complete other training classes as directed by Scherer Bros. management

EDUCATION & EXPERIENCE:

1. High School Diploma or GED
2. 1 – 3 years building installation of windows, doors, and patio products
3. Knowledge of FarNorth, Marvin, and Andersen products preferred

KNOWLEDGE, SKILLS & ABILITIES:

1. Excellent communication skills using oral, verbal, written or other skills
2. Excellent customer service skills
3. Excellent problem solving skills and arithmetic/analytical/estimating abilities
4. Able to work with dissatisfied customers
5. Ability to work independently and with minimal supervision
6. Knowledge of building & window installation techniques
7. Knowledge of FarNorth, Marvin and Andersen windows, doors, and other products
8. Willing to learn about new products and features as they become available.
9. Ability to read a tape measure.
10. Ability to identify and use standard equipment and tools needed to perform job
11. Ability to pull, back up, and safely maneuver a trailer
12. Ability to use a phones, computer applications and software needed for business

PHYSICAL DEMANDS:

1. Ability to work and lift on ladders and scaffolding and “Man lift” up to 100' in the air
2. Ability to lift 75 lbs. – 100 lbs. on a regular basis (over 100 lbs. occasionally)
3. Good hand and finger dexterity needed to disassemble and reassemble parts and components
4. As business needs mandate - flexible start and stop time
5. Stand for majority of work day; often on concrete flooring
6. Bend, stoop, kneel and squat to floor level on a regular basis
7. Reach and pull over head when grasping materials

ENVIRONMENT & PHYSICAL WORKING CONDITIONS:

1. Work outside in extreme temperatures ranging from extreme heat to extreme cold.
2. Work on ladders, scaffolding and steep roof pitches.
3. Exposed to mechanical equipment
4. Dusty working environment
5. Exposure to loud noise

LICENSE(S) AND/OR CERTIFICATE(S):

1. Valid driver's license with clean driving record
2. The ability to become Marvin and Andersen Service Repair Certified