



## JOB DESCRIPTION

### EMPLOYEE INFORMATION

Name:

Hire Date:

Reports To: **Overhead Door Manager**

Position Start Date:

### JOB DESCRIPTION

**Kreofsky Overhead Door – Overhead Door Service Technician**

### RESPONSIBILITIES AND DUTIES

- Motivated to achieve great customer service in the Overhead Door Division.
- Responsible for making sure your service vehicle, equipment, trailers, and tools are in safe and proper working condition.
- Responsible for following all safety rules and precautions.
- Jobsites are to be cleaned up after your work is done each day.
- Work overtime as needed.
- Perform emergency service work as needed.
- Keep your service vehicle stocked with the necessary parts as needed.
- Install residential and commercial doors and openers as needed.
- Repair residential and commercial doors and openers as needed.
- Assist the Installation crew when requested.
- Keep the Overhead Door shop clean and organized.
- Assist with inventory counts as needed.
- Follow all company rules and policies as stated in the company handbook.

### JOB SPECIFIC RESPONSIBILITIES

- Daily tasks and Work Orders will be prioritized by the Overhead Door Manager.
  - If you receive calls for service or new installation directly, check with the Overhead Door Manager for scheduling.
- Daily Vehicle and Trailer Inspection forms must be completed before traveling to any jobsite.
- Fill out work order forms for each job before leaving the jobsite. Turn the work order forms into the Overhead Door Manager daily.
  - Work order forms will include:
    - Hours spent trouble shooting.
    - Hours spent installing.
    - All parts and materials used for each specific job.



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- Assist with loading, unloading and storage of door panels and parts while checking for damaged products.
- Travel to the jobsites and make repairs, if at all possible by yourself.
- Check in with the Overhead Door Manager after each work order form is completed and before leaving the jobsite.
- If unable to complete the installation or repair on the first visit, clearly communicate with the customer what is expected to get the service completed in a timely manner, then immediately coordinate with the Overhead Door Manager to scheduling a return date to complete the installation or repair.
- If parts or materials need to be ordered, coordinate with the Overhead Door Manager to get the correct items ordered.
- If unable to complete the job by yourself, coordinate with the Overhead Door Manager for a return date to complete the job.
- Make sure trouble shooting is done before leaving the jobsite.
- If there is a C.O.D service call, the Overhead Door Manager will communicate what you will need to be collected prior to arriving at the jobsite. Any other questions that arise will be immediately directed to the Overhead Door Manager.
- Must attend all Safety Meetings and complete all required Safety Training in a timely manner.

<b>NORMAL DAILY WORK SCHEDULE</b>
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- Monday through Friday September through May.
  - 7:30AM – 4:00PM

This job description is not limited to the above content. Duties and Responsibilities may change at the discretion of Management.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_