

JOB DESCRIPTION

Location: Morgantown, WV
Department: Service
Remote: N/A
Created Date: 6/25/2024
Revision Number: 00
Supervisor: Mike Panza
FLSA Status: Non-Exempt

EXPERIENCED REFRIGERATION APPLIANCE TECHNICIAN

Summary

Don's Appliances, a leading retailer in the Pittsburgh market. We are currently seeking a Refrigeration Appliance Repair Technician to join our team. This position will service the Morgantown, WV area.

This position is located in Morgantown, WV and is easily accessible from Morgantown and surrounding markets. This is a full-time position and scheduled hours are Monday – Friday, 7:30 a.m. – 4:00 p.m., with rotating weekend schedules.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for the resolutions of customer/product repair within the company standard expectations.
- Provide the effective repair and first-time resolution of all in-home repairs within the service area.
- Carry out repairs, modifications of home appliances in the field.
- Resolve customer issues within given guidelines and to the customer's satisfaction.
- Efficiently diagnose errors or technical problems and determine proper solutions. Make appropriate repairs or order parts for repair.
- Cooperate with the service and parts team and share information across the organization.
- Comprehend customer requirements and make appropriate recommendations/briefings.
- Meet key performance productivity goals.

We Offer

A full benefit package that includes medical, dental, and vision insurance, short- and long-term disability, life insurance, 401k plan with company match, paid time off.

We Provide

Top notch training, a company service van, ongoing product training and support, uniforms; company tablets, and competitive pay

Supervisory Responsibilities

N/A

EDUCATION/EXPERIENCE

- 3 - 5 years of appliance repair experience.
 - Refrigeration experience is a must.
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- Must be a self-starter and be able to work independently with minimal supervision.
- Strong communication and superior customer service skills.
- Strong computer proficiency, including email, parts look up, invoicing software.
- Valid Driver's license with clean driving history
- Ability to lift 70+ lbs

License/Certification:

- Valid Driver's License Required

Company's website:

- <https://www.donsappliances.com/employment-opportunities>