

## JOB DESCRIPTION

# Appliance Technician Job Family

Location: Robinson  
Department: Service  
Remote: No  
Created Date: 8-23-2022  
Revision Number: 00  
Supervisor: Ted Zola  
FLSA Status: Non-Exempt

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### Summary

Don's Appliances is always seeking reliable, customer-oriented individuals to join the Don's Appliances team as Appliance Technicians. We are actively hiring technicians at all levels of experience.

Appliance Technicians are responsible to install, service and repair various household appliances, such as refrigerators, dishwashers, washer/dryer units, etc. The Appliance Technician responds to customer calls and works to evaluate and troubleshoot issues while providing the highest level of customer care and service. The Appliance Technician will also be responsible for all associated paperwork.

Assigned level within the Appliance Technician job family will be determined based on the successful candidate's level of education and experience.

### Essential Duties and Responsibilities

#### Appliance Technician Level 1

- Provide top tier service to all Don's Appliances customers and build positive customer relationships.
- Carry out repairs, modifications of home appliances in the field.
- Provide the effective repair and first-time resolution of all in-home repairs.
- Carry out repairs, modifications of home appliances in the field.
- Resolve customer issues within given guidelines and to customer satisfaction.
- Protect the customers floors, counters and appliances while working.
- Efficiently diagnose errors or technical problems and determine proper solutions. Make appropriate repairs or order parts for repair.
- Organized with the ability to complete multiple service calls in a timely manner daily while providing high levels of customer service
- Must be a self-starter and be able to work independently with minimal supervision.
- Continuous updating of progress to Managers in regard to service requests.
- Collaborates with the Service and Parts teams to ensure the highest level of customer service and efficiency.
- Provide support and assistance to Senior Appliance Technicians as needed.
- Understand customer requests and make appropriate recommendations.
- Reschedule repairs if parts need to be ordered.

- Maintain an up-to-date van stock of parts, in accordance with current van stock lists and ensure parts are safeguarded from damage.
- Maintain all equipment spares and tools in a satisfactory manner and ensure that company property and information is always safeguarded
- Required to complete all paperwork legibly and within the required timeframes.
- Follow company procedures and protocols.
- Performs other related duties as assigned.

### **Appliance Technician Level 2**

- Provide top tier service to all Don's Appliances customers and build positive customer relationships.
- Provide the effective repair and first-time resolution of all in-home repairs.
- Carry out repairs, modifications of home appliances in the field.
- Resolve customer issues within given guidelines and to customer satisfaction.
- Protect the customers floors, counters and appliances while working.
- Efficiently diagnose errors or technical problems and determine proper solutions. Make appropriate repairs or order parts for repair.
- Organized with the ability to complete multiple service calls in a timely manner daily while providing high levels of customer service
- Must be a self-starter and be able to work independently with minimal supervision.
- Continuous updating of progress to Managers in regard to service requests.
- Required to complete all paperwork legibly and within the required timeframes.
- Must meet all requirements for an Appliance Technician Level 1.
- Performs other related duties as assigned.

### **Appliance Technician Level 3**

- Provide top tier service to all Don's Appliances customers and build positive customer relationships.
- Maintain Appliance Technician Level 2 requirements.
- Train Appliance Technician Level 1 and 2 employees.
- Refrigeration experience a plus.
- Performs other related duties as assigned.

### **Senior Appliance Technician**

- Provide top tier service to all Don's Appliances customers and build positive customer relationships.
- Develop and maintain excellent customer relationships with Appliance Technicians within the Don's Appliances service network
- Senior Technicians are expected to work at a "Specialist" Level
- Train team of technicians to work efficiently with all customers and parts and ensure effectiveness of all.
- Main contact point for any technician questions.
- Responsible for providing technical expertise across all brands.
- Identify parts that would resolve complaint by technicians in the field

- Pre-order parts to the designated fulfilment location
- Identifying part numbers / kits needed to make a repair
- Use technology as needed to enable prescreening of repair
- Ensure Appliance Technicians adhere to processes that meet client needs and expectations.
- Refrigeration experience is required.
- Performs other related duties as assigned

### **Requirements for all jobs within the Appliance Technician Job Family:**

- All applicants must have a high school degree from an accredited school or GED to be qualified.
- Technical degree in relevant field or relevant training preferred.
- All applicants must have a valid driver's license.
- The incumbent must be able to accept alternative shifts assignments on short notice, work scheduled and nonscheduled overtime and participate in a weekend work rotation.
- Organized with the ability to complete multiple service calls in a timely manner daily while providing high levels of customer service.
- Must be a self-starter and be able to work independently with minimal supervision.
- Strong communication and superior customer service skills.
- All positions will be required to use a computer and must have a general working knowledge of how to enter data on a computer.
- All positions will be required to operate a company vehicle in a safe manner.

### **Experience and Education by Level:**

#### **Appliance Technician Level 1**

- Must have experience in electrical, plumbing, HVAC or similar to be considered.
- 1 year of experience in appliance repair preferred.

#### **Appliance Technician Level 2**

- 3-5 years of appliance repair experience or similar.

#### **Appliance Technician Level 3**

- 5 plus years of appliance repair experience or similar.
- Refrigeration experience preferred.

#### **Sr. Appliance Technician**

- Refrigeration experience required.
- Must have experience with all brands of appliances that the company services.

#### **Work Location**

- Robinson

#### **Company's website**

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

### **EEO Statement**

Don's Appliances is an equal opportunity employer. In accordance with the applicable law, we prohibit discrimination against any applicant or team member based on any legally-recognized basis, including, but not limited to: veteran status, uniformed service member status, race, color, religion, sex, sexual orientation, gender identity, age (40 and over), pregnancy (including childbirth, lactation, and related medical conditions), national origin or ancestry, citizenship status, physical or mental disability, genetic information (including testing and characteristics) or any other consideration protected by federal, state or local law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any team member, including supervisors and co-workers.