



JOB DESCRIPTION

POSITION: Appliance Service Technician

CLASSIFICATION: Non-Exempt

EMPLOYEE NAME: _____

DIRECT SUPERVISOR: Store Manager

DATE OF HIRE: _____

POSITION SUMMARY: This position is responsible for inspecting, diagnosing and repairing home appliances both on-site in customer's homes and in the shop. Works with little supervision using standardized practices and/or methods; provides information and/or advises customers; and operates within a defined scope of work. Utilizing resources from other work units may be required to perform the job's functions.

QUALIFICATIONS:

- High School diploma/GED required
- Minimum 18 years of age
- Understands the basic service call and service agreement delivery procedures
- Must have or acquire the following certifications: minimum "Type 2" Refrigeration Usage Certifications.
- Excellent oral and written communication skills; bilingual Spanish is a plus
- Exceptional and proven customer service, interpersonal and teamwork skills
- Flexibility to work hours required to meet specific organizational requirements

JOB DUTIES AND RESPONSIBILITIES:

1. Performs preventive maintenance, repair and troubleshooting home appliance units;
 - a. to identify the root cause of the damage of the appliance and give a rough cost estimate to the customer
 - b. after getting the customer's approval, they try to repair the defective parts like damaged wirings, switches, circuit boards, belts, motors, heating elements, etc.
 - c. if a particular part or a component of a system is beyond repair, replaces it with a new part after consulting the customer
 - d. dismantles and disassembles appliances, so that other minor repairs can be detected
 - e. visually conducts inspections to detect if there is any leakage, different kind of noise, or if there is any unusual vibration; checks for loose connections which are resulting in the failure of the operation.
2. Ensures the appliances are working properly.
3. Installs, repairs, and services appliances and equipment.
4. Inspects systems and their components; evaluating condition, diagnosing cause of problems/failures, identifying necessary repair/replacement needs and preventative maintenance.

5. Performs other maintenance-related duties, preventive maintenance, troubleshooting and/or repair.
6. Informs personnel regarding procedures and/or status of work orders to provide information for making decisions and taking appropriate action and/or complying with safety regulations.
7. Assists with maintaining vehicle, tools and equipment to ensure availability, safe operating conditions, clean and organized.
8. Participates in meetings, workshops, training, and seminars as assigned to convey and/or gather information required to perform job functions.
9. Prepares written materials (e.g. repair status, activity logs, timesheets, etc.) to document activities and/or convey information.
10. Maintains acceptable standards of personal grooming and presents a neat, professional appearance.
11. Maintains acceptable driving record and valid drivers' license to safeguard insurability with Company.
12. Enrolls and attends training to earn additional certifications and requirements.
13. Performs other related duties as assigned to ensure the efficient and effective function of the work unit.

HOURS: M-F, 7am - 5pm; unpaid 30 minute lunch break daily; ability to work whatever hours or times to meet specific organizational requirements.

PHYSICAL REQUIREMENTS:

Moderate physical effort requiring long periods of standing, bending, stooping, reaching; periodic lifting of moderately heavy items of 50-75 pounds; use of lift devices required for heavier loads using push/pull; and routine discomfort from exposure to moderate levels of heat, cold, and moisture.

PERFORMANCE FACTORS:

- Demonstrates ability to deliver exceptional customer service while making sound business decisions
- Analyzes problems and develops and implements viable solutions
- Understands and works effectively with critical internal group dynamics to get the job done and create a positive work environment.
- Efficiently manages multiple tasks (e.g., selects and applies proper tools), time and resources.

Duties and responsibilities may be added or deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing.

I have read and understand the Iowa Appliance Center job description for Appliance Service Technician.

Employee Signature

Date

Supervisor Signature

Date