

## **All Tech Appliance Service is looking for another outstanding person to join our growing team of Service Professionals**

### **Job Title**

Residential Appliance Repair Technician Trainee

### **Job Description**

A suitable applicant must possess good mechanical skills, a good understanding of electricity and have outstanding customer service skills. Previous experience in field service is a plus but not a requirement.

This position is responsible for the repair of products in the customer's home. Products repaired include the following home appliances: Washers & Dryers, Ranges, Ovens, Microwave Ovens, Dishwashers, Trash Compactors, Garbage Disposers, and other home appliances.

This position provides timely and quality in home repairs of customers' products while maintaining high customer service.

We provide a service van, fuel, specialized tools, uniforms, laptop computer, cell telephone, and periodic training.

Typical work schedule consists of 8-5 Monday – Friday, some Saturdays as needed but can be changed as needed.

### **Job Requirements**

To provide the proper customer focus, the In-Home Service Technician must:

- Work as a dedicated team member to ensure fast, flexible and expert service to every customer
- Demonstrate a sense of urgency to meet customer time commitments
- Meet key performance metrics and/or productivity goals as defined by the business
- Provide knowledgeable and courteous repair service
- Continuously look for methods to improve business performance and enhance the customer experience
- Maintain truck stock inventory within the prescribed company guidelines and standards
- Follow the truck maintenance schedule and keep a clean, organized truck
- Adhere to all company policies and procedures
- Perform miscellaneous duties as assigned
- Must be able to pass a background check, DMV check, and drug screening panel.
- Attend ongoing technical training and continue self directed training.
- Must be able to pass the PSA certification test within the first year of employment.

## Benefits

A comprehensive and competitive benefit program is designed to meet the needs of our employees and their families. Benefits eligibility depends on employment classification, and other variables.

Benefits offered include:

- Company paid Aflac Insurance
- Company paid medical insurance for the employee
- Company paid dental insurance for the employee
- Company paid Simple IRA retirement program
- Base pay plus commission compensation package
- Paid time off
- National Holidays
- Drive home company vehicle

An Equal Employment Opportunity Employer.

To be considered for this position, eligible candidates must email a resume with background experience and personal references to [service@alltechappliance.com](mailto:service@alltechappliance.com) prior to the close of the job posting. If you meet the job requirements, a follow up email will be sent with our application to be completed and returned prior to beginning the interview process.

Visit us at [www.AllTechAppliance.com](http://www.AllTechAppliance.com)

All Tech Appliance Service is a local family owned, technician managed service and installation company. We work hard to provide our customers a superior service experience and believe great employees will provide great service. Started in 2009, All Tech has grown from a one employee operation to 5 employees in 2011. We pride ourselves on having a comfortable work environment that focuses on teamwork and doing right by our customers. Our goal is to take care of our customers, our company, and ourselves, and give back to our community as we grow.

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