

Job Description: Appliance Repair Technician II

An appliance repair technician installs and troubleshoots washers, ranges and other large appliances for our customers. They must know how to connect water or gas lines, and how to check for leaks once the appliances are installed. They instruct our customers on how to operate the appliances properly. Repair technicians must repair or replace any defective components found in appliances. They must know how to dismantle and reassemble appliances to make their diagnosis. Other job duties may include record keeping, bill preparation, repair estimates and inventory control. Our appliance repair technicians must also have good customer service skills and a clean driver's license record.

Responsibilities Include:

- Troubleshooting, repair and installation of appliances and equipment
- Maintain a high level of professionalism in all business dealings
- Provide a great customer experience
- Coordinate and maintain your schedule
- Operate safely including following proper lifting techniques and use of personal protective equipment (or PPE)
- Maintaining truck inventory
- Computerized and manual record keeping and reporting
- Following the truck maintenance schedule and keeping a clean, organized truck
- Other duties as assigned

Requirements:

- High school diploma or general education degree (GED)
- At least 3-4 years of appliance repair experience, preferred (at least 2 required)
- EPA refrigeration license – Class 1 or better (or must obtain it within first 90 days)
- Ethically guided with a positive attitude and a willingness to achieve goals
- Ability to use a computer for parts inquiries and Invoicing
- Reasoning skills and ability to adapt to new scenarios
- Ability to follow verbal and written instructions when available
- Strong mechanical aptitude including the use of tools and test equipment
- Flexibility to work variable and flexible hours, including overtime
- Must complete all training components within required timeframes
- Must possess and maintain a valid state driver's license
- Must be at least 18 years of age
- Good visual acuity to work on small components and distance for driving
- Ability to occasionally lift up to 100 lbs.
- Pass drug screenings at hire and randomly throughout employment

This position reports to the Service Manager.