



WINDOW & DOOR

"For All Your Window & Door Needs Since 1956"

1103 Pueblo Blvd. Way Pueblo, CO 81005 - 719-561-3300

sales@candowindows.com - www.candowindows.com

Job Description

Position: **Service Technician**

General Purpose:

Responsible for all sales activity, ordering, receiving, and installation of various service related products and service of residential and commercial window and door products using established procedures and guidelines; provides outstanding customer service in a timely fashion; maintains safe work area; may provide direction and guidance to an installation assistant on job sites.

Essential Responsibilities and Duties:

1. Assess, estimate, and sale various service related window and door products and services to various residential and commercial customers.
2. Sells and makes recommendations to prospects, clients, and existing customers of the various solutions the company offers to their product and service needs.
3. Demonstrates technical selling skills and thorough product knowledge in all product, installation, and service areas.
4. Accurately and efficiently order various service related window and door products for a given project.
5. Maintain proper records of sales notes, estimates, contracts, sales orders, purchase orders, vendor confirmations, receiving tickets, pick-tickets, and other related records for each project.
6. Maintains schedule for services calls and installation of service parts.
7. Follows manufacture guidelines for proper warranty, service, and installation of various window and door products.
8. Prepares and mulls any type of window or door as required.
9. Install shower doors, including bypass, doors with inline panels, neo angles, and heavy sheet doors with 90 degree returns.
10. Install storm doors, including double storm doors.
11. Install insulated or single glass replacement for all types of residential windows.
12. Complete interior and exterior trim applications for all windows and doors installed to include miter and compound miter cuts.
13. Applies all types of professional caulking.
14. Completes repair work on any type of window, screen or door as needed.

15. Prepares in advance of installation the necessary tools, equipment, and materials needed.
16. Maintains job installation daily work sheets for time and materials used, completes records for construction superintendent and other records as needed.
17. Coordinates installation with customer, office personnel, other installers, warehouse, and delivery personnel on daily activities scheduled.
18. Performs a variety of general labor duties including keeping job site clean and safe, disposing of unnecessary materials.
19. Maintains vehicle, equipment, and tools in working order.
20. Provides and requests information from customers and/or contractors as needed.
21. Perform related duties and responsibilities as required.

Job Qualifications:

Knowledge of:

- Computer software applications such as Microsoft Office suite, accounting software, and various estimating software.
- OSHA safety policies and compliance with safety requirements.
- Basic interpretation of blueprints, detail sheets, fabrication, and flashing applications and construction worksites.
- All safety requirements and hazardous safety glazing applications and locations.
- Installation Specifications for product and materials sold.
- Power tools and equipment, including table saw, chop saws, circular saws, reciprocating saws, and all other tools associated with the installation of all types of window and doors.
- Basic mathematical calculations.
- Building codes and regulations.

Ability to:

- Deliver exceptional customer service.
- Analyzes and resolves work site problems, or assists others to solve installation problems to meet customer expectations.
- Coordinate and lead the activities of other workers on the job site.
- Decide, establish, lay out and plan the activities and materials required for proper installations.
- Analyzes and resolves work site problems, or assists others to solve installation problems.
- Coordinate and lead the activities of other workers on the job site.
- Cut stucco, siding, and work with masonry openings and all other exterior fascia.
- Safely set up and use scaffolding or operate power lifts.
- Operate all power tools and equipment.
- Establish and adjust work procedures to meet installation schedules.
- Understand and follow oral and written instructions.

- Present technical information to management, co-workers, customer, and/or contractors in an accurate and effective manner.
- Read and understand technical forms, blueprints, manufacture documents, and specifications.
- Communicate clearly and concisely, both orally and in writing.
- Understand and maintain confidentiality of company information/records.
- Analyze and interpret applicable installation information.
- Establish and maintain effective working relationships.
- Lift up to 100 lbs. with assistance or up to 50 lbs unassisted.
- Climb ladders, work in both outdoor and indoor environments, continuous walking, standing, bending, climbing, kneeling, lifting, pulling, and/or pushing of items.
- Wear required personal safety equipment as needed, to include safety glasses, gloves, hard hat, and more.
- Maintain valid Colorado Class “R” Driver’s License.

Training and Experience Guidelines

Training:

High School diploma or GED equivalent supplemented by college course work in general carpentry.

Experience:

At least five years of related construction experience in the installation of windows and doors and one year of lead worker related experience and/or related sales experience.

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This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.