

## **Service Technician**

Renewal by Andersen® is the division of Andersen windows developed strictly for the replacement market. Renewal utilizes state-of-the-art materials that provide outstanding thermal performance, while maintaining the architectural integrity of the home.

We are in search of a team candidate with a carpentry background and windows and doors installation service would be a plus, to assist with our on-site customer service projects. Working with the Service department in satisfying customer service calls and repairs. It is a full-time position, paying a competitive salary plus bonus availability based on skills and qualifications, along with a competitive benefits package.

### **Responsibilities:**

- Communicate effectively with the Service Department; gather required information to service the customer.
- Install, service or repair authorized product in customers' homes with accuracy and workmanship.
- Manage and ensure adequate inventory of product, equipment and tools prior to on-site service.
- Trouble shoot and problem solve using carpentry skills and window and door installation knowledge to ensure satisfaction on first time visit.
- Interact and communicate well with customers.
- Exhibit professional appearance and conduct while providing a world-class customer experience.
- Ensure on-time arrival to daily customer appointments.
- Work safely and responsibly to avoid injuries, damage to property and loss of materials and equipment.
- Explain and provide detailed product operational instructions to customers.
- Clean debris in each home after all service and repair visits.
- Accurately complete necessary paperwork (through company computer), including work orders, customer and vendor contracts.

### **Requirements:**

- Minimum of 5 years of carpentry.
- Window and Door installation/service experience a plus.
- 3+ years of experience within a customer service/retail environment
- An acceptable driving record.
- Computer literate, as majority of paperwork is done electronically.
- Ability to communicate clearly through writing.
- Ability to follow procedures in any situation.
- Excellent customer service skills and natural desire to make a customer happy
- Flexible, fast-paced and copes well under pressure
- Commitment to personal and professional standards of excellence
- An ability to deescalate situations while meeting with a customer in person.

Please send resume and/or letters of interest to [HR@RbALou.com](mailto:HR@RbALou.com)