



**ALLMAR JOB DESCRIPTION**  
Service Technician

Name		Job ID	
Branch		Department	
Job Title <b>Service Technician</b>			
Reports to	Branch Manager	Title	

Level/Grade	Wage Range	Status of position: <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Term	Hours _____ / week <input type="checkbox"/> With benefits <input type="checkbox"/> No benefits
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**JOB SUMMARY**

A Service Technician’s responsibility is to diagnose, service and repair items such as overhead doors and related products, operators, and dock equipment, toilet partitions, operable walls, accordion doors, wall protection, bumper guards, crash rails, corner guards, rolling shutters, etc., and specialty items. May also service metal and wood doors, sliding doors, finished hardware, and knockdown frames.

**JOB RESPONSIBILITIES**

**But not limited to...**  
**Duties**

- Read and interpret shop drawings, blueprints, or work order specifications to determine layout and installation procedures, as applicable
- Ensure all necessary parts, tools, materials are in service vehicle prior to departure from branch
- Measure and mark guidelines to be used for repair, as applicable
- Install, repair and service specialty products and/or interior prefabricated products such as doors, windows, using hand and power tools
- Diagnose and repair products with little or no supervision
- Completes all paperwork and documentation required while on jobsite
- Test, repair and service exterior prefabricated products and overhead door products using hand and power tools
- Create value added sales to the customer by recommending additional products or services
- Follows direction and instruction from supervisor
- Communicates frequently with service coordinator regarding completed or continuous projects
- Respond to customer requests in a timely manner, maintains positive rapport with customers
- Represents the company in a professional manner
- Follows all safety policies on and off site
- May be required to work outside of Branch’s city which will require some overnight stays
- May be required to work overtime or on-call hours
- May perform other tasks as required

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

- Fast-paced environment
- Outdoors
- Works at varying heights
- Works at varying outdoor temperatures
- Physically demanding, ability to handle heavy objects, up to 100 lbs.
- Lifting, carrying springs to top of doors



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- Work on scissor lifts, extension ladders
- Climbing, balancing, walking, stooping, and handling variety of materials

**KNOWLEDGE, SKILLS AND ABILITIES**

- Excellent communication skills, both written and oral
- Strong organizational skills
- Ability to work independently as well in a team environment
- Ability to read and interpret shop drawings, work orders, blueprints, and measuring utensils
- Strong attention to detail and accuracy
- Ability to work to exacting standards
- Flexible and self-motivated
- Ability to drive vehicles and hold valid driver’s license

**EDUCATION AND EXPERIENCE REQUIRED**

- Installation experience an asset
- Minimum 1-5 years’ experience in service and installation preferred
- Can be trained as an apprentice
- Product knowledge and experience an asset

**GENERAL ORGANIZATIONAL REQUIREMENTS**

- Always treat customers and co-workers with dignity and respect
- Willing to work overtime as required
- Willing to perform other jobs as required by organizational demands
- Must be able to work effectively in a team-based collaborative environment
- Ability to work under minimal supervision
- Strong attention to detail
- Work safely and responsibly to ensure a healthy and safe work environment
- Willing to travel as required
- Presenting and performing to the highest quality standards
- Must maintain confidentiality of all written and oral communication as applicable
- Always represent the Company with integrity in an ethical and legal manner

REVIEWED BY		<i>Title</i>	Report to ( <i>immediate manager</i> )
APPROVED BY		<i>Title</i>	
DATE POSTED			
DATE HIRED			