



North America's **Leading** Door and Dock Specialist
1-800-THE DOOR

Commercial Service Technician

Responsibilities

This position is the first line of support for commercial/industrial customers. Service technicians are responsible for the service and installation of commercial/industrial doors, door opening systems, gate opening systems and dock leveling systems.

- Door technicians service and install our various products, including but not limited to: sectional doors, rolling doors, fire doors, impact doors and loading dock equipment.
- Maintain proper truck stock, inventory and maintain the company vehicle.
- Responsible for accurate time sheet; detailing job numbers, travel time, label equipment and complete job assignments timely.
- Interact with the customer, end-user and general contractor in a courteous and professional manner at all times.
- Critical thinking and problem solving skills - every door and site is different
- Standard business hours are 7:00am - 4:00pm. At times technicians will work early or stay late. Must have ability to work overtime, weekends, and out of town as needed to meet customer's demands.
- Some travel may be required

Working Conditions

- This position has working conditions that expose you to various weather conditions and require you to work in a dirty, dusty, oily environment.
- Physical requirements include standing, walking, stooping, kneeling, crouching, crawling, most of the time with infrequent opportunities to sit.
- Must be able to lift up to 80 pounds and carry for a distance of up to 50 feet.
- Must be able to climb and work from a ladder height of 12 feet.

Qualifications Include:

- At least 2 years of overhead door and loading dock experience
- High school diploma or equivalent
- Clean driving record with current, valid driver's license in the state of employment
- Mechanically inclined with a demonstrated ability to understand and work with common power tools
- Welding and/or electrical experience
- Excellent communication skills (in English)- in person, telephone and written skills
- Positive attitude with superior customer service skills
- Must pass a background and drug screening
- Must have basic math skills
- Must be neat and clean in appearance
- Occasionally may be required to perform work in the evenings or on weekends.
- Must follow OSHA safety standards