



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

Residential Garage Door Installer

Responsibilities

- **Installation:** Install a variety of garage door systems according to manufacturer specifications and customer requirements.
- **Repair:** Diagnose and repair issues with garage door systems, including malfunctioning openers, broken springs, damaged panels, and faulty sensors. Perform adjustments and replacements as needed to ensure proper functionality.
- **Maintenance:** Conduct routine maintenance checks on garage doors and associated components to identify potential problems and prevent breakdowns. Lubricate moving parts, tighten hardware, and make necessary adjustments to ensure optimal performance.
- **Customer Service:** Communicate effectively with customers to understand their needs, provide guidance on product selection, and explain the installation or repair process. Address any concerns or questions to ensure customer satisfaction.
- **Safety Compliance:** Adhere to safety protocols and guidelines to minimize the risk of accidents or injuries during installation and repair activities. Use personal protective equipment and follow proper procedures for handling tools and equipment.
- **Documentation:** Complete installation and service reports accurately, documenting work performed, parts used, and any additional recommendations for customers. Maintain organized records of service calls and customer information.
- **Quality Assurance:** Ensure that all installations meet quality standards and comply with industry regulations. Conduct thorough inspections of completed work to verify proper installation, alignment, and functionality of garage door systems.

Requirements

- High school diploma or equivalent
- Clean driving record with current, valid driver's license
- Mechanically inclined with a demonstrated ability to understand and work with common power tools
- 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

Working Conditions

- Ability to lift and maneuver heavy garage door components, tools, and equipment (up to 75 pounds).
- Comfortable working in various weather conditions and environments, including confined spaces and heights.
- Capable of standing, bending, kneeling, and performing repetitive tasks for extended periods.
- Must be able to climb and work from a ladder height of 12 feet