



Service Technician Apprentice

Works Under the Production Manager and Senior Service Technician

Job Type: Full Time

Work Location: Multiple Locations

Job Description

Elliott Roofing is a thriving roofing contracting company that is hiring energetic, self-motivated apprentice commercial/residential roofers. Elliott Roofing was established in 1981 and has a long-standing reputation for roofing industry excellence in Oklahoma. It is our daily mission to be a company committed to quality. Our pledge to treat each customer with integrity has paid off tenfold, bringing us many years of joy servicing this great state, an unprecedented reputation, and the highest recognitions in business.

No previous roofing experience is required; however, candidates should possess hard work ethics, great organizational skills and be comfortable with heights.

This is an hourly wage position and is eligible for overtime pay. Overtime is likely during times of high demand.

Objectives:

1. Perform roof repairs and installation safely with quality and adhere to timelines
2. Represent the company in a professional manner in all dealings with customers, personnel and the public
3. Conduct and participate in safety meetings
4. Participate in manufacturer inspections
5. Participate in regular review meetings with Production staff and managers
6. Assist Service Technician's and Production Management in all trade related work

Skills:

1. Must be open to background checks and have a valid driver's license
2. Safety and security – the ability to identify and correct unsafe conditions according to company and OSHA standards. Safety training: OSHA 10 or 30-hour card (*we will provide this training if you do not currently have a card*)
3. Basic tradesman aptitude, and ability to perform regular manual labor. Physical fitness sufficient to perform tasks that can be demanding at times
4. Be able to learn by observation and hands-on experience. Follow verbal and written instructions.
5. Problem-solving ability to troubleshoot roofing (and related) issues: ability to identify symptoms and systematically eliminate potential causes until solving the issue
6. Be open to learning new things and applying them quickly
7. Must have excellent customer service skills
 - a. Listening, positive communication, patience
 - b. Competence in grammar and spelling preferred
 - c. Ability to send clear and mistake-free written communications
 - d. Good phone demeanor and tone
5. Some computer/IT proficiency and experience (adequate to use Elliott Roofing technology platforms and tools)

Core Responsibilities:

1. Assisting with experienced Service Technicians with roofing trade work to include projects that are less involved than a complete roof replacement, such as:
 - a. Small maintenance requests (replacing a few shingles, fixing small flashing issues)
 - b. Larger repairs (complete roof sections, chimney flashing, flat roofs)
 - c. Service order requests (inspecting roof condition, clearing gutters)
 - d. Warranty services to remediate roofing issues
2. Assist on other company projects as needed, including
 - a. Material running – pick-ups, deliveries, project related errands
 - b. Internal company construction and projects
 - c. Other non-roofing client projects that may be lined up during the winter season
3. Conduct all work in a safe manner, adhering to all relevant OSHA regulations and company policies. (Note: Elliott Roofing provides standard safety equipment to all employees, including eye, ear, head protection, and fall protection systems. Elliott Roofing will provide any other safety equipment you deem necessary to perform your work)

Benefits:

- Elliott Roofing offers a wide range of exceptional opportunities to learn, grow and earn promotions from within. Great growth potential
- The company sponsors a Simple IRA plan for all full-time employees upon eligibility
- The company provides vehicles/equipment and all technology and tools to perform your job

Mission and Values:

Elliott Roofing team members must support our Mission of “Striving to Provide Quality Craftsmanship While Delivering Honest, Friendly Service.” and embody our Core Values. We make hiring, retention, and advancement decisions largely on how well team members exemplify our core values in each aspect of their job.

Our Core Values are based off being fully **DEVOTED**:

1. **Diligent**: Consistently staying on top of tasks and working hard.
2. **Ethical**: Engaging in correct and honest practices
3. **Valued**: Making customers and co-workers feel appreciated
4. **Original**: Stay true to core values and setting the standard
5. **Trustworthy**: Be honest in all aspects of our business
6. **Efficient**: Be timely and concise in everything we do
7. **Driven**: Have a force and inspiration that keeps us grinding