



## **Service Technician**

**Works under the Production Manager**

**Job Type: Full Time**

**Work Location: Multiple Locations**

### **Job Description**

The Service Technician at Elliott Roofing will be tasked with planning and performing many different small to medium-size roof repairs and other company projects. This person will be able to work independently with little or no supervision but must also be able to work well with a team and know when to ask for outside input and support. In addition to independent job duties, the Service Technician will actively assist in training new apprentices.

This is a salary paid position. Salary rate is dependent on experience of candidate and will be discussed on a personal basis with applicant.

### **Working Environment and Expectations:**

**Hours:** A typical work week is expected to be not less than 40 hours. Given the seasonality of this business, we expect that there will be many weeks in middle of the year that require well over 40 hours of work. At the same time, there will be many weeks in the winter that may require somewhat less than 40 hours. At any time, and especially during the winter months, the service technician may be asked to assist with various company initiatives.

**Travel:** A Roofing Production Supervisor's role is likely to involve occasional travel for company training, and projects. At times, business demand or weather events may require that the Service Technician spend time working in other company locations.

**Skills:**

1. Basic knowledge of roofing systems (and ability to learn quickly) with overall technical proficiency
2. Physical fitness sufficient to perform tasks that can be demanding at times
3. Problem-solving ability to troubleshoot roofing (and related) issues: ability to identify symptoms and systematically eliminate potential causes until solving the issue
4. Written and verbal professionalism
  - a. Customer service skills (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. Ability to organize many competing and concurrent workstreams, while prioritizing and following through on commitments
6. Some computer/IT proficiency and experience (adequate to use Elliott Roofing technology platforms and tools)

**Objectives:**

1. Successfully solve client problems through effective issue identification, troubleshooting, and repairs
2. Demonstrate professionalism in all interactions with clients and team, communicating clearly and with a positive attitude, actively listening to customer concerns, and explaining our recommendations, options, and timing
3. Maintain current and accurate records of existing conditions, recommendations, work performed, time spent, and materials purchased for each project (*Note: Elliott Roofing provides Customer Relations Management tools and administrative support to streamline recordkeeping*)
4. Manage multiple tasks, prioritizing and carefully planning to maximize daily efficiency and minimize down time and unnecessary trips while quickly responding to urgent needs

**Core Responsibilities:**

1. Handle roof repairs and maintenance projects requested by customers and funneled through the Elliott Roofing sales team and other sources. Service work typically includes 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. Labor and supervision on re-roofing projects
  - b. Internal company construction and projects
  - c. Other non-roofing client projects that may be lined up during the winter season
3. Complete final inspections of Elliott Roofing work to ensure quality craftsmanship was performed
4. 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