



2881 Commerce Park Drive, Suite E
Fitchburg, WI 53719
608/271-2300 • 608/271-0867 Fax

Position Title: Service Technician

Position Description: This position is responsible for the repair of appliances in the customer's home. Products repaired include: ranges, washers and dryers, dishwashers, trash compactors, disposers, refrigerators, freezers, and other equipment. We provide exemplary customer service through on-time calls, first call completion, technical competence and dependability. Some Saturday work is required.

Reports to: Service Manager

Qualifications: High school diploma; two years of appliance service experience; solid work history; good references

Primary Responsibilities:

1. Diagnose the problem and give the customer an estimate of the cost of repair. Explain needed repair fully to customer.
2. Complete the repair, if given approval by the customer, using appropriate tools and equipment.
3. Courteously and accurately answer customer's questions regarding repair and charge procedures.
4. Accurately record all transactions on work order form.
5. Handle credit charges, checks and cash in accordance with Appliance Pros' company policy.
6. Use appropriate security and safety procedures to protect company and customer assets.
7. Account for parts inventory in the truck assigned and assigned tool inventory.
8. Drive safely and keeps vehicle clean.
9. Arrive on time for all calls and manage time effectively.
10. Cooperate with office staff to insure smooth operation of business.
11. Treat all coworkers, customers, and others you contact with respect and value their property.
12. Perform miscellaneous duties as assigned.
13. Take an active role in selling and representing Appliance Pros.
14. Attend necessary training as assigned.
15. Perform all duties with high moral and ethical standards as a representative of Appliance Pros.

There will be a 60-day training period, during which you will need to demonstrate the above skills, as well as the ability to learn new skills. We will pay you well, if you are the right person. We have health insurance available, and paid vacation is provided after the first year of employment. Please submit a resume, letter of application, and list of references. Resumes without personalized letters will be discarded.

Apply by mail to above address, fax to above fax number, or email to jay@appliancepros.net

Equal Opportunity Employer