JOB DESCRIPTION

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| **TITLE:** | Service Technician 1, 2, 3 | **DATE:** | 11/2004 |
| **REPORTS TO:** | VP Warehouse & Service Operations | **FLSA STATUS:** | Non-Exempt |
| **DEPARTMENT:** | Service Operations | **MGT/SPVR:** | No |

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**SUMMARY**

Performs service and product demonstrations and/or warranty repairs as directed by client facilities personnel, or by the Service Supervisor, as required. May be assigned to report directly to client site for periods of time as required/requested by client. Ensures timely completion, and high customer service / quality of all projects. Routinely interfaces with customers, sales personnel, project support personnel, installation personnel, and manufacturers. Must demonstrate ability to work efficiently and provide direction to subordinates when required. Must demonstrate dedicated commitment to departmental and corporate mandates and goals.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** *include the following. Other duties may be assigned.*

* Contacts customers to schedule service work.
* Surveys product to accurately determine what service parts are needed to complete repairs.
* Places warranty product orders with HMI and all ancillary line vendors.
* Contacts appropriate salesperson to facilitate parts orders and labor quotes for all non-warranty service.
* Facilitates product demonstrations per salesperson request.
* Complete "Return Comments" in database, showing status of job.
* Follows up on every job assignment through closure.
* Performs service repairs on warranty and non-warranty product issues.
* Participates in the training of service personnel on service procedures, repairs and/or product modifications.
* Documents and locates / pulls product as required for service projects.
* Ensures accuracy and completeness of pulls and loads of product, equipment, and installation tools.
* Ensures safe and accurate loading of product onto delivery / return vehicles.
* Reacts to varying project / field conditions and is able to take or direct action on-site to solve problems and make required changes to the original scope of work.
* Performs briefings with the assigned service crew(s) daily.
* Conducts final client walk-through of completed project / area(s).
* Provides own dependable transportation to job site or office as required, and provides own tools necessary to perform the job. Monitors own work to ensure quality performance and results consistent with Pivot mandate.
* Performs other duties, as assigned by senior management, as required.

**SUPERVISORY RESPONSIBILITIES**

This position has no supervisory responsibilities, but duties may require the Service Technician 3 to temporarily direct and coordinate actions of several different positions within the installation or delivery staff to ensure adherence to schedules and quality standards.

**QUALIFICATIONS** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**EDUCATION and/or EXPERIENCE**

**Service Technician 1** - Requires a high school diploma or GED and up to 2 years of related experience including systems furniture installation experience (Herman Miller furniture systems experience preferable);or equivalent combination of education and experience. Has knowledge of commonly-used concepts, practices, and procedures within field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment.

**Service Technician 2** - Requires a high school diploma or GED and up 2-5 years of related experience including systems furniture installation experience (Herman Miller furniture systems experience preferable);or equivalent combination of education and experience. Familiarity with standard concepts, practices, and procedures within field. Relies on limited experience and judgment to plan and accomplish goals. Operations database experience is preferred, as well as previous working experience with Microsoft Word, and Excel.

**Service Technician 3** - Requires a high school diploma or GED and at least 5 years of related experience including systems furniture installation experience (Herman Miller furniture systems experience preferable);or equivalent combination of education and experience. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead, train and direct the work of others. A wide degree of creativity and latitude is expected. Operations database experience is preferred, as well as previous working experience with Microsoft Word, and Excel.

**LANGUAGE SKILLS**

Ability to fluently speak and understand English. Ability to comprehend and follow verbal instructions given in English. Ability to read and interpret documents such as maps, safety rules, operating and maintenance instructions, and procedure manuals written in English. Ability to read and analyze architectural drawings and blueprints. Ability to write routine reports and correspondence in English. Ability to speak effectively, in English, before groups of customers or employees of organization. Must communicate in English via telephone to management, customers, vendors, and/or other employees.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, discounts, proportions, and percentages.

**REASONING ABILITY**

Ability to define and solve practical problems and deal with a variety of concrete variables in situations where only limited standardization may exist. Ability to interpret an extensive variety of instructions furnished in written, oral, diagram, or schedule form, and deal with several abstracts and concrete variables.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Must have a current valid California driver’s license, current proof of insurance of a registered operable vehicle as required by law, and/or be insurable by Pivot’s vehicle insurance carrier in order to operate company vehicles.

**PHYSICAL DEMANDS** *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel, and frequently to operate power tools, a computer keyboard, mouse, and telephone keypad. The employee is regularly required to talk or hear. The employee frequently is required to stand, walk, sit, and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must regularly lift and/or move up to 25 pounds, and occasionally lift and/or move up to 75 pounds with assistance or equipment. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT** *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is sometimes exposed to moving mechanical parts, fumes or airborne particles, and outside weather conditions. The noise level in the work environment is usually moderate, but can be loud if working at a customer or vendor construction site.

Equal Opportunity Employer–minorities/females/veterans/individuals with disabilities/sexual orientation/gender identity.