

Pella Windows and Doors:

Service Technician QUALIFICATIONS FOR PELLA WINDOWS AND DOORS:

Pella Corporation is looking for a talented Service Technician in the Birmingham, AL area.

Must reside in this area! The address is 101 Distribution Drive, Birmingham, AL 35209.

Are you a driven, independent, self-starter who always strives to be number one with your customers? Do you have a proven track record of fine attention to detail and getting a lot done?

If you have been seeking a great work environment and are passionate about representing a well-respected product, then Pella Windows and Doors may be the place for you to apply your service expertise.

APPLY at website: Pella Corporation Careers – Jobs. The candidate can type in **Service Technician** and use **Birmingham** as the location. Also, can email resume to: gereldstl@pellagulfstates.com

We offer:

- Quality engineered product solutions that are unmatched in the construction industry
- Competitive salary with opportunity to earn a great income
- Company vehicle to drive to commute from your home office to customer homes
- Full Benefits package including Medical, Dental, 401K and Profit Sharing plans
- Excellent Training programs and career development opportunities
- Reputation of the Pella Brand

Our Service Techs diagnose, trouble shoot, adjust, inspect, repair, and replace parts on all Pella products while at customer locations. You must have a strong mechanical aptitude, excellent driving record, and be available for periodic overtime. You must have a strong focus on customer service, quality, and safety.

Typical days involve:

- Completing service jobs on Pella products in the field - Replacing glass in windows or doors; Installing items such as window shades, blinds, muntins, screens, etc.
- Providing customers with helpful information on the care, operation and maintenance of their Pella products
- Generating and updating all service-related paperwork and file folders following a service visit so that additional service calls can be scheduled, if necessary, and billing or credit can be completed.
- Conducting any necessary follow up service work or communication to bring resolution and a Very Satisfied Customer Service Rating from all Customers; Serve as a Customer Service Champion at all times
- Performing job site walk-thru's and completing necessary paperwork, identifying items that need attention or correction prior to project finalization
- Loading your Service van with all necessary parts and equipment; Making sure your service van stays in safe, working order
- Completing service work orders and communicating any ongoing customer or product related issues with CSR's
- Working safely!

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed 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.

As a Service Technician, you'll need to be able to communicate effectively with customers and serve as a professional Pella representative on all job-sites assigned to you.

You must be fully knowledgeable on window and door repair and service aspects of residential construction and have knowledge and experience to take and record accurate measurements when needed. You must be have technical expertise to perform job site inspection to assess conditions for repair and service. You must be familiar enough with computers to develop proficient knowledge of our service system to schedule and close events.

CONDITION OF EMPLOYMENT:

Pella Corporation is committed to workforce diversity. Pella is a Tobacco-Free Work Environment. Post-offer background check and drug screen required. Pella participates in E-Verify. Pella will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each new employee's Form I-9 to confirm work authorization.

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