

PRODUCT TECHNICIAN (PT)

Basic Duties:

- Responsible for merchandise handling:
 - Loading, unloading, securing, delivering, and setting up merchandise
- Troubleshooting merchandise issues
- Demonstrating use of merchandise, when applicable
- Safely operating a vehicle

Reporting:

- Reports directly to the General Manager (or Sales Manager with GM direction)

Primary Responsibilities:

- Acquisition and maintenance of customers
- Ensure all merchandise is clean and in good operating condition prior to delivery
- Review necessary information sheets
- Load, secure, and protect product in delivery vehicle
- Offload, install and demonstrate merchandise
- Ensure delivery schedule is followed
- Deliver and set up merchandise in customer's homes or businesses without merchandise or property damage
- Assist with merchandise returns
- Perform routine service calls and product exchanges
- Clean and certify merchandise in the QA Center for all items returned
- Maintain the store's warehouse area in a neat and orderly manner
- Assist in maintaining the showroom floor
- Safely operate delivery vehicle
- Document all vehicle movement on daily route sheets
- Conduct daily inspection of assigned delivery vehicle to ensure safety and maintenance upkeep
- Confirm customer identification, collect monies, and obtain customer's signature on agreements
- Assist in field collection and marketing programs as requested by store management
- Other tasks as assigned by management

Requirements of Position:

- Must be 21 years of age or older in order to operate a box truck and be able to pass a DOT medical physical
- Must be able to lift, load, and dolly merchandise 50 – 300 pounds
- Ability to work as a team
- Excellent interpersonal skills
- Professional appearance
- Good communication skills
- Strong technical skills
- High energy level
- Good driving skills

Pre-Employment:

- Successful reference checks and verification
- Must be able to pass a drug screen
- Must be able to pass a criminal background investigation