

Stove Service Technician

Level: Experienced

Job Location: Main Office Distribution Center - Caldwell, ID

Description

Job Summary: Provide direct customer service, support and warranty work for HHT stoves, smoker grills and Automower products. Conduct in home quotes, first fires and contractor spot checks. Office located in Caldwell. Daily travel to and from customer homes and D&B Stores, occasional travel to home shows and fairs. Responsible for warranty claims, showroom maintenance, organization of warehouse and inventory activities such as receiving and tracking products. Regular hours are Monday through Friday 8am to 5pm, with the exception of special events.

Essential Functions/Duties:

- This is a service technician position. Working directly with the public making at least 3 home visits daily for any warranty and service required of our Hearth and Home, Automower, and smoker grill products.
- Independently troubleshoot to repair gas, pellet and wood stoves, smokers and Automowers.
- Use a computer ticketing system to log and track service work in customer's homes and complete warranty claims.
- Sell merchandise and advise customers on merchandise price and features.
- Provide merchandise/product knowledge to customers and recommend alternative or accessory goods.
- Provide assistance in receiving and displaying merchandise in accordance with specific established policies, procedures and standards.
- Answer telephones and handle routine customer telephone inquiries.
- Travel to and man D&B Supply booth at home shows, State and County Fairs as D&B Hearth and Home representative.
- Move material using appropriate material handling tools and equipment including but not limited to: by hand, hand truck, pallet jack, dolly, and/or operation of forklifts or other vehicles.

- Other duties as assigned by management, related to customer service, merchandising and handling of products.

Qualifications

Required Skills/Experience: Mechanical and Technical aptitude and experience preferred, we are willing to train those with technical aptitude. Excellent customer service required. Must have organizational skills to ensure all necessary tools, parts and accessories are on hand for service calls. Ability to understand and follow specific instructions and procedures. Ability to resolve difficult or stressful customer service issues. Ability to sort, check, count, and verify numbers. Ability to work as a team. Computer skills required to use service ticketing system.

Required Education/Certification: High School Diploma or GED is preferred, not required.

Other Requirements: Must be able to pass a background check. Possession of a valid driver's license and active insurance, must have a good driving record. Applicant must complete training courses and pass certification tests provided by D&B Supply.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.