



Position: Gutters/Exteriors Technician

General Description:

A Gutter Technician at Weddle and Sons will be tasked with planning and performing many different small to medium-size gutter and downspout repairs and replacements. This person will be trained to work independently, and on a team, with little or no supervision. A gutter technician may be expected to participate in, manage, or support other residential roofing scopes as assigned.

Responsibilities:

1. Successfully solve client problems through effective issue identification, troubleshooting, and repairs
2. Demonstrate professionalism in all interactions with clients and team, communicating clearly and with a positive attitude, actively listening to customer concerns, and explaining our recommendations, options, and timing
3. Maintain current and accurate records of existing conditions, recommendations, work performed, time spent, and materials purchased for each project
4. Manage multiple tasks, prioritizing and carefully planning to maximize daily efficiency and minimize down time and unnecessary trips while quickly responding to urgent needs

Skills:

1. Basic knowledge of roofing and gutter systems (and ability to learn quickly) with overall technical proficiency
2. Physical fitness sufficient to perform tasks that can be demanding at times
3. Problem-solving ability to troubleshoot roofing and gutter issues: ability to identify symptoms and systematically eliminate potential causes until solving the issue
4. Written and verbal professionalism
 - a. Customer service skills (listening, positive communication, patience)
 - b. Competence in grammar and spelling preferred
 - c. Ability to send clear and mistake-free written communications
 - d. Good phone demeanor and tone
5. Ability to organize many competing and concurrent workstreams, while prioritizing and following through on commitments



Working Environment and Expectations:

Hours:

Given the seasonality of this business, we expect that there will be many weeks in middle of the year that require well over 40 hours of work. At the same time, there will be many weeks in the winter that may provide less than 40 hours based on weather constraints. At any time, and especially during the winter months, the service technician may be asked to assist with various company initiatives.

Travel:

A service technician role is likely to involve occasional travel for company training, and projects. At times, business demand or weather events may require that the QCS spend time working in other company locations.

Performance Indicators:

- 1) Organize job site, materials, and tools to minimize trips and comply with OSHA requirements
- 2) Provide detailed documentation by photos and notation in appropriate databases
- 3) Safely install materials per code, manufacturer, or common practice standards
- 4) Provide customer service resulting in average customer reviews of 4.5 out of 5 stars
- 5) Return company and customer calls, messages, or emails within one business day
- 6) Schedule warranty and call-back requests no more than two weeks out from request

Job Type: Full-time

Salary:

\$20.00 - \$30.00 per hour

Benefits:

401(k)
401(k) matching
Dental insurance
Flexible schedule
Health insurance
Life insurance
Paid time off/holidays
Professional development assistance
Relocation assistance
Retirement plan
Vision insurance

Schedule:

8 hour shift
Overtime

Experience:

Roofing: 1 year (Required)

License/Certification:

Driver's License (Required)

Work Location:

In person