



Job Description – Overhead Door Installer

Our company motto “More Than a Door” means that every member of the Smoker Door Sales team strives to provide exceptional service to every person who takes the time to reach out to us.

We place a tremendous amount of trust in our Installers. We provide them with a significant array of tools and equipment (including a company truck), and we entrust them with a high degree of autonomy to make decisions, think for themselves, and solve problems for our customers.

We also have high expectations of our installers. They must operate safely and at a high level of skill at all times. As the face of our company to the public, they must also operate with a high level of professionalism at all times, even in challenging circumstances.

Finally, Smoker Door Sales Installers (like all members of the Smoker Door Sales team) must have an attitude of humility and eagerness to learn. They must have a hunger to continually grow in their skills and knowledge of the overhead door industry so that we can continually improve our ability to provide exceptional service to our customers.

The primary objectives of this position are:

1. To serve our customers well by installing overhead doors in a manner that is safe, efficient, accurate, and (most of all) at the highest possible level of quality.
2. To set other Team Members up for success by communicating well, keeping commitments, and providing consistent, high-quality follow-through and execution.

Essential Duties:

1. Installation (Residential and Commercial):
 - Understand job requirements
 - Load materials / Organize needed tools and equipment
 - Remove & Dispose of existing doors as needed
 - Install new doors/openers/accessories per job requirements
 - Clean job site / Complete job site checklists
 - Communicate with customer on-site
 - Continually learn to improve skills
2. Service Calls:
 - As needed, support Service technicians and/or take Service appointments
3. Operate and Maintain Equipment and become certified as necessary:
 - ¾ ton 4WD work truck
 - Flat bed and tilt deck trailers
 - Scissor lifts
 - Fork lift
 - Various power hand tools such as drills, impact drivers, circular saws, etc.

- Other tools as necessary
 - Computer tablet
 - Use, maintain, store, and care for all equipment properly per guidelines or employee handbook
4. Warehouse / Inventory:
- Help with unloading of deliveries and other warehouse activities as needed
5. Other duties:
- Attend and support company meetings and events
 - Support the team with other duties as required or as directed by supervisor

Schedule:

- Typical hours are 6:45 AM to 5:00 PM – Monday through Friday
- Generally, one day per week, start time is 6:30AM to unload a delivery truck
- Start/end times may be earlier or later depending on distance, traffic, and the needs of the job
- During periods of strong economic activity, typical work weeks are 50 to 55 hours
- Occasionally, jobs require long distance or overnight travel – additional compensation provided

Requirements / Qualifications:

- High School Diploma or GED
- Driver's license and clean driving record
- Clean background check
- Cheerful disposition and a desire to serve and help customers and colleagues
- Good internal and external communication skills
- Good general computer skills / ability to use computer tablet, software and other tech
- Strong sense of geography and driving distances
- Ability to lift and carry heavy components (100lbs +) without limitation
- Excellent ability with tools, construction and mechanical systems
- Excellent ability with operating trucks, trailers, lifts, and similar equipment
- Excellent track record for working safely
- 3 years + experience in a hands-on skilled trade (such as HVAC, plumbing, carpentry, electrical, etc.) trade or 1 year + experience as an Installer Apprentice at Smoker Door Sales

Reports To:

COO/General Manager

Classification: Full Time - Hourly