



Job Description – Installer Apprentice

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 and also have high expectations of all the members of our Installation / Service Team. As the face of our company to the public, these team members must operate with a high level of professionalism at all times, even in challenging circumstances.

The position of Installer Apprentice is an entry level role designed to allow a new team member to add value while they learn and develop the skills necessary to become an Overhead Door Installer. Apprentices (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 proactively support and assist our Installers in every aspect of their jobs -- ensuring that our customers are well served – always working 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) – Assist and support Installers with the following:
 - 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 -- Assist and support Installers with the following:
 - As needed, support Service technicians and/or take Service appointments
3. Assist Installers by learning to 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 6:30 AM 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
- Ability to lift and carry heavy components (100lbs +) without limitation
- Excellent track record for working safely

Reports To:

COO/General Manager

Classification: Full Time - Hourly