

Position Description



Position: Service Technician
Department: Service
Reports To: Service Manager

Position Purpose:

The Service Technician understands and is able to diagnose and repair furniture related mechanical problems. Responsibilities include communicating with customers (internal & external), scheduling and dispatching to solve problems, delivering and demonstrating product related items, shipping and receiving parts for jobs and repairing of warranty and non-warranty furniture related items, creation of purchase orders and ordering parts for customer's furniture. To produce service incident invoices, including labor costing and the parts needed. Tracking all incidents/orders that are dispatched for jobs and make sure that they get completed and billed out. Be able to use the web sites of numerous manufacturers to diagnose problems and order necessary items for customers. Tracking jobs to make sure jobs they are being completed and customer is satisfied.

Position Accountabilities & Performance Expectations:

Responsibilities include but are not limited to:

Performs the following processes to support inbound and outbound operations:

- Processes requests and communicates to customers incidents as necessary on day shift/ 40 hours week.
- Receives vendor acknowledgement, orders, regular lines or special orders, or customer returns.
- Resolves common daily service discrepancies or issues, provides help to the receiving/accounting team.
- Interfaces with company's specification software (CAP)
- Performs a variety of lookups and research to support each functional area.
- Schedules and manages inbound/outbound service incidents using Encompass's Service Desk Module
- Interfaces with HMI Web based systems for Labor re-imbursement and ordering of service parts
- Follows and adheres to standard company business related process

Performs the following non-system (Service) inbound tasks:

Performs/schedules repair work on mechanical/furniture related items.

- Is able to identify, diagnose, trouble shoot, and repair a wide variety of furniture related items.
- Schedules daily/weekly service calls for in town and out of town service repairs
- Maintains effective method of contact with company contacts through voicemail, cell phone, email, etc.
- Receive and return all calls promptly

Product pickups/deliveries and provides basic demonstrations.

- Develops and maintains an understanding and identification of manufacturer's products
- Pickup and delivery of seating and other furniture related items
- Tracking/updating of product Loaner pool IE: Seating, Filing and accessories

Informs Purchasing and Accounts Payable.

- Communicates non-routine system issues to Application Support (IT) and/or Management.
- Participates in all scheduled physical service inventories.
- Performs basic housekeeping in assigned areas of warehouse.
- Assist with budget, including projections and methods to improve profitability.
- Adheres to all safety procedures in the performance of job duties.

Corporate Accountabilities & Performance Expectations:

- Provide prompt, courteous and exemplary service to all customers, both external and internal, in accordance with the corporate mission, vision, values and beliefs of Pigott. Demonstrate courtesy and professionalism, consistently providing a timely response to every customer service inquiry.
- Support Pigott commitment to quality by developing and maintaining position-specific procedures, process instructions and/or forms to better serve the company and customers as necessary.
- Attend work on a regular basis. Adhere to all guidelines as outlined in the *Pigott Team Member Handbook*.
- Accept responsibility for personal and professional development.
- Perform additional responsibilities at the request of manager or the Pigott Leadership team.
- Demonstrate cooperation and teamwork in accomplishing the goals and objectives in the department.
- Adhere to Pigott corporate branding standards.
- Maintain confidentiality of business operations on behalf of Pigott and all clients.

Position Requirements:

- High school diploma or general education degree (GED) preferred, but not required
- Strong PC, math, writing and reading skills needed
- Minimum 1 YEAR related experience in a service environment; or any equivalent combination of acceptable training, education, and experience
- 2 Years of customer service experience required

Position Demands

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill and/or ability required. The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work often requires moderate physical effort and use of motor skills requiring manual dexterity. While performing duties of this job, employee will regularly sit, stand, walk, stoop, kneel and crouch. Team member may lift, lower, carry product up to a maximum of 64 pounds by hand. Require physical effort associated with using the personal computer. Must be able to read and hear verbal instructions or through a headset.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to

perform the essential functions.

While performing the duties of this job the employee may operate basic warehouse equipment. Using proper safety procedures will eliminate any potential hazards. The noise level in the work environment is usually moderate.

Additional Information

Pigott, Inc. is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Company will consider reasonable accommodations for qualified individuals with disabilities and encourage prospective team members and incumbents to discuss potential accommodations with the Company.