

Position Description



Position: Service & Warehouse Technician

Department: Installation

Reports To: Warehouse & Service Manager

Date Prepared: 5/2025

Position Purpose:

The Service & Warehouse Technician plays a critical dual role supporting both warehouse operations and service functions. This position is responsible for handling warranty and non-warranty repairs of commercial office furniture—including seating, recliners, workstations, and related products—while also performing warehouse activities such as receiving, prepping, kitting, inventory management, and delivery logistics.

This role requires a high degree of professionalism, mechanical aptitude, and customer service skills, with a strong commitment to supporting both internal teams and client needs.

Core Values

At Pigott, we believe that how we work is just as important as what we do. We're looking for team members who embody our core values in their daily work and interactions:

- **Do the right thing.**
We operate with honesty and integrity and are passionate about doing the right thing for our team members, our clients, our vendor partners, and our community.
- **Create exceptional experiences.**
We go the extra mile to create exceptional experiences for all while cultivating a culture that brings out the best in each member of our organization.
- **Choose our voice.**
We encourage Pigott team members to choose to see what's possible, not what's in our way while practicing gratitude and kindness to all.
- **Lead the way.**
We empower people to lead and encourage a culture of ownership and accountability. We bring knowledge and expertise to anticipate, guide, and solve.

Key Traits & Capabilities

- Self-directed and accountable
- Strong client communication and empathy
- Technically curious and resourceful

- Detail-oriented problem solver
- Physically capable and mechanically inclined
- Flexible and committed to meeting client needs
- Polished, professional presence
- Customer-first mindset
- Calm under pressure
- Team-oriented with independent execution strength

Position Accountabilities & Performance Expectations:

- Diagnose and repair furniture-related mechanical problems
- Process service and warranty requests; communicate status to clients
- Deliver and demonstrate furniture products
- Ship and receive service and warranty parts
- Create purchase orders and submit orders for parts and labor claims
- Track dispatched incidents and ensure completion and client satisfaction
- Maintain knowledge of manufacturer systems and specifications
- Receive and prep inbound product shipments for upcoming projects
- Manage product returns, demo requests, and outbound deliveries
- Maintain cleanliness and organization of warehouse, fleet, tools, and equipment

Daily Tasks:

- Diagnose service issues and complete repairs on site
- Produce and invoice service incidents including labor and parts
- Use computer systems to research and submit service documentation
- Kit and prep products for installations
- Deliver and pick up products and equipment
- Maintain inventory, warehouse cleanliness, and equipment organization
- Support the Install department as needed
- Participate in cycle counts and basic inventory management
- Seasonal facility duties (e.g., snow removal, vehicle prep)

Corporate Accountabilities & Performance Expectations:

- Provide prompt, courteous, and exceptional service to all customers — both external and internal — by living out Pigott's core values and contributing to the OnePigott culture. Consistently demonstrate professionalism, proactive communication, and a timely response to every service inquiry.
- Support Pigott's commitment to quality by developing, maintaining, and continuously improving position-specific procedures, process instructions, and documentation to better serve the company, customers, and team members.
- Attend work as scheduled and uphold all guidelines as outlined in the Pigott Team Member Handbook.
- Accept responsibility for ongoing personal and professional development.
- Perform additional responsibilities at the request of manager or the Pigott Leadership team.
- Demonstrate cooperation, teamwork, and a OnePigott mindset by partnering effectively across departments and locations to achieve shared company goals and objectives.
- Adhere to Pigott corporate branding standards to ensure consistency, professionalism, and alignment in all internal and external communications.

- Maintain confidentiality of business operations on behalf of Pigott and all clients.

Position Requirements:

- High school diploma or GED preferred
- 1+ years of experience in a service and/or warehouse environment
- 2+ years of customer service experience required
- Valid driver's license and insurable under company policy
- Experience with Microsoft Office (Excel, Word, Outlook, Teams)
- Ability to lift up to 64 pounds and perform physical labor safely
- Strong math, writing, reading, and communication skills
- Ability to become certified in the use of warehouse equipment (forklift, pallet jack)

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 a personal computer. Must be able to read instructions and hear verbal instructions, including 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.