

# Norflow Inc.

## Service Technician

9333 SE Alansa Dr. #300

Clackamas Oregon 97015

Please send Resume to email. [john@norflowinc.com](mailto:john@norflowinc.com)

Download application from [www.norflowinc.com](http://www.norflowinc.com) and fax to 503-657-4046

No Phone Calls.

### Job Hours & Pay

Hours will vary depending on business. Pay ranges from \$12.00 hour to \$20.00 depending on experience. Must be able to work on Saturdays.

### Job Summary

Norflow Inc.'s service technicians are required to diagnose, repair, and replace equipment for swimming pools, spas, ponds, and sumps. Our service technicians provide comprehensive service to our customers by testing and balancing pool and spa water; cleaning pools and spas; suggestive selling chemicals, accessories, and equipment; and providing basic operation and water chemistry education to our customers. In addition, service technicians may be required to answer telephones, schedule service calls, and assist customers in our store.

### Duties and Responsibilities

- Trouble-shoots pumps, filters, heaters, electrical and plumbing systems
- Repairs and replace pumps, filters, heaters, electrical and plumbing systems
- Trouble-shoots and repairs leaks in swimming pools and hot tubs
- Provide education for operations of swimming pools, hot tubs and water chemistry to customers
- Fills out daily time sheets including amount of time spent on job, customer's name, and status of job
- Collects designated service call fee, equipment costs, and any other related costs from customers while at the job site
- Fills out service orders with customer equipment information, parts numbers for parts used, parts ordered, and payment information
- Completes paperwork for special order parts and collects payment in advance
- Reschedule field service calls when necessary
- Completes all necessary warranty paper work, along with customer signatures
- Returns customers' phone calls promptly
- Notifies customers upon arrival on the job and upon leaving jobsite. If no one is home, leaves a note and phone message for customer indicating status of job
- Suggestive sells chemicals, cartridge filters, covers, and accessories while servicing customers' equipment
- Answers telephone, schedules service calls, returns messages, assists customers, rings up sales, and completes shop repairs while in the store

### Maintenance of Tools and Vehicles

- Responsible for taking care of vehicles, including regular oil changes, washing vehicles and cleaning interior of vehicles one time per week. If service is required of the vehicle it is the responsibility of the Technician to let the Service Manager know so arrangements can be made for the repair
- Responsible for tools and having the proper tools to do the job
- Keeps vehicles stocked with parts and sales items on the vehicle inventory list

### Other Duties

- Attends company meetings
- Initiates written and verbal recommendations to staff regarding improvements in operations
- Attends training seminars

- General cleaning of premises
- Performs other related duties as assigned

### **Contact with Personnel**

- Contact with all levels of personnel within company and with clients and vendors
- Reports to Manager

### **Workplace Environment**

- Occasional overtime required
- Must be able to lift up to 70 lbs
- Able to operate power tools and hand tools
- Able to operate a forklift
- Extreme weather conditions
- Confined spaces, such as crawl spaces and under decks
- Floating lunch breaks; will be required to take lunch in general location of job sites and in-between scheduled jobs

### **Skills, Education Level, and Personal Characteristics**

- Experience working with the public
- Experience with pumps, filters, heaters, electronics and plumbing
- Experience completing projects within deadlines and under pressure
- High school or equivalent, some college preferred
- Basic math skills
- Basic computer skills; familiar with Windows operating systems
- Money handling skills, such as counting change back to customers, keeping customers credit information confidential, and safe keeping of customers payment until given to manager
- Possess a 3-year clean driving record and provide copy to employer
- Excellent oral and written communication skills
- Polite phone manners
- Professional appearance, behavior, and language
- Wears proper attire for job (e.g. company approved attire),
- Works independently and coordinates activities efficiently
- Works constructively and cooperatively with peers
- Able to take instruction from others and carry out the task
- Handles multiple projects simultaneously
- Has energy and drive
- Detail oriented

### **Zero Tolerance Policy**

At Norflow Inc., we have a zero tolerance policy for drug use and alcohol abuse. Testing for drug and alcohol use will occur without warning.