



<b>Title:</b> Service Technician	<b>Team Member:</b>
<b>Reports to:</b> Service Manager	<b>Travel:</b> Job Sites
<b>Status:</b> Full-time	<b>Date Revised:</b> December 2018

### Position Overview

Perform general carpentry to complete service, home remodel projects and warranty items. Provide excellent customer service and calculate Time & Materials bills for some of the projects. Develop estimates and proposals for and present to the client. Manage scheduling, materials, subs, and budget as needed to complete these projects. Set proper client expectations to ensure quality and a positive client experience.

### Essential Functions

- Meet with clients, Service Manager and other project team members.
- Create and/or understand the scope of work and budget for the job.
- Plan and organize each project prior to its start:
  - Complete a new work order.
  - Complete a tools & materials check list.
  - Schedule the project with Melton employees, subcontractors, and customer as needed.
  - Order materials for delivery to the job site prior to job start.
  - Work with the Service Manager to get lead paint and asbestos testing done, prior to scheduling the work when needed.
- If the job is Time & Materials, track and invoice costs.
- Turn in all job receipts weekly.
- Review and approve job invoices as necessary.
- Ensure customer satisfaction with Melton Design Build and trusted trade partners.
- Develop new customers and new projects with existing customers.
- Constantly improve the above processes to makes us more efficient and our customers happier.
- Keep Melton tools, equipment, and vehicles clean and in good working order.
- Keep employees and job sites safe and orderly.
- Ability to determine and effectively communicate the difference between a warranty item and a billable task.
- Routinely update schedules and workload projections.
- Seek and track leads for future larger projects.

### Skills & Knowledge

- Strong customer relations skills.
- Ability to manage a project, including scheduling and supervising subcontractors.
- Strong organizational and planning skills.
- Strong knowledge about residential and commercial construction, and the processes involved.
- Strong general carpentry skills from framing to drywall, tile, trim carpentry, and painting.
- Strong communication skills.

**Education & Experience**

- Minimum 10 years of carpentry experience.
- Competent with technology and ability to learn new systems and software.
- Residential construction and project management experience preferable.

**Contributing Behaviors:**

- Emotional intelligence
- Building and exhibiting team member trust
- Engaging in effective and productive communication
- Engaging in unfiltered conflict around ideas
- Commitment to decisions and plans of action
- Holding oneself and other accountable for delivering against the agreed upon action plans
- Focusing on the achievement of collective results

**ACKNOWLEDGEMENT & AGREEMENT:**

I understand and agree to the duties and expectations of my role as outlined in this job description.

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Employee Printed Name

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Employee Printed Name

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Date