



# Service Technician

## Full Job Description

The Service Technician is an important role within the Phelps Brothers Roofing Organization. The Service Technician must be a self-motivator and work independently well. Each day the Technician is assigned 2 to 10 repairs or repair estimates. At each service call the technician will contact the customer, locate the current issue, repair as needed or provide an estimate. Good documentation is especially important in this role. The right candidate will have their own hand tools and a valid license.

## Qualifications

- 3+ years experience of technical experience with residential or commercial roofing systems
- Broad knowledge of roofing systems, Asphalt, EPDM, TPO and metal
- Must be comfortable being face to face with customers
- Must be physically able to climb a ladder and work on all roofs for an extended period
- Self-disciplined / Self-starter / Strategic thinker / Positive attitude
- Ability to manage your time effectively

## Responsibilities

- Follow a pre-set daily schedule of between 2 and 8 service visits
- Meet with customers to understand the issues
- Inspect roofs, document findings, and identify roofing solutions to the customer
- Resolve roofing issues as needed
- Collect payments at each job and fill out all necessary paperwork
- Follow up with customers as needed

## Compensation:

Compensation is based on experience.