

Garage Door Service Technician American Door Works – Waite Park
Minimum starting wage of \$18.50 per hour or higher BOE

Are you working nights and weekends and missing out on family activities? Are you looking for a career change and want to work for a family friendly company that understands the need for a balance between work and life at home? If so then we may be the company that you are looking for. For 50-years American Door Works has been and still is the industry leader in the installation and service of residential and commercial garage doors in greater Minnesota. This family-owned company takes great pride on the service and satisfaction that we provide to our customers from the initial sale to the completed installation or service. In keeping with this 50-year tradition, we are currently seeking a mechanically inclined individual to join team as a **Garage Door Service Technician**.

The Service Technician is the primary service provider for residential & commercial garage doors and door opening systems. Service Technicians have specific responsibilities in the areas of recordkeeping for customer billing, maintaining service vehicles and equipment, product education and training, job-site housekeeping, and miscellaneous duties as required by the service manager. Service Technicians are the first line of support for our customers and are expected to maintain a neat and clean appearance and treat all customers with decency and respect. **This position will typically work during the day shift, Monday–Friday, and then be on a rotation for on-call emergency services which is after hours and weekends.**

Some duties include but are not limited to:

- Reviewing work order information for accuracy and completeness before departing for job.
- Ensuring their vehicle is fueled, serviced, inspected and ready for operation prior to beginning of workday.
- Reading instruction manuals for all products installed in a service environment before attempting to install.
- Learning the basics of track alignment, track adjustment, horizontal leveling with slight raise, adequate back hangs, operator arm and photo eye setting.
- Checking for proper door installation.
- Checking balance on doors with operator disconnected.
- Assessing what the root cause of the problem is and repairing that problem.
- Checking all set screws on coupler and sprockets, rollers, cables and balance, horizontal and vertical track settings.
- Oiling and lubricating all rollers and springs.
- Placing appropriate stickers on doors and operators.
- Cleaning up all trash from job site and removing all hand prints from door.
- Explaining how door and operator works if customer is present.
- Responding to customer questions in a truthful and pleasant manner.
- Other duties as required by service manager or customer.

Ideal candidate for this position will have previous overhead door service or installation experience. Work background in carpentry or electrical is also suitable. Must have a current & valid driver's license that is insurable by our insurance company and able to obtain a DOT health card. Must be able to pass a standard drug test and criminal background check. **Must have good mechanical aptitude & trouble shooting skills and demonstrated ability to understand and work with common power tools.** Must be able to lift up to 100 pounds and carry for up to 50 feet. In this position you will need to be able to work at varying heights either on a ladder or using a scissors lift.

American Door Works is a family friendly company that understands the need for balance between home and work. If you would like to be part of our growing team, American Door Works would like to meet with you. **We offer a competitive starting wage that is commensurate to your previous work experience but at a minimum of \$18.50 per hour and \$.75 increases at 3 and 6 months based on performance and attendance.** Our benefit package includes 401(k) plan and quarterly incentive bonuses, paid vacation and paid holidays. We also offer health, dental, short-term disability, life insurance, and company paid long-term disability insurance. Qualified candidates should send their resumes to: toddl@americandoorworks.com or stop in and complete an application at: American Door Works, 2150 Frontage Road South, Waite Park (next to McKay's Dodge).