



Fireplace Service Technician

This position services and maintains gas, wood, pellet stoves, and fireplaces for Armstrong's Stove & Spa, LLC's Ellensburg, Washington customers. Fireplace Service Technicians work independently at all job sites to ensure service or repair completion and customer satisfaction.

Major Responsibilities

- Self-manage the following on all job sites: service, maintenance, and testing tasks as required.
- Unload and load materials and equipment on/off trucks and in/out of job sites regularly. These products include but are not limited to the following: Pellet, gas, and wood freestanding and insert units.
- Communicate in detail with Service Coordinators and Hearth Category Management.
- Possess the ability to troubleshoot, test, repair, and service fireplace equipment and demonstrate expert understanding of clearance and proper installation techniques and NFI standards and requirements.
- Diagnose errors or technical problems with products in an efficient and timely manner to ensure "One Visit One Fix" goal: Ensuring that the serviced product is fully functional.
- Installation technicians must use mechanical assistance when physical methods are not practical or request and schedule assistance through the service coordinator.
- Safely climb and work off ladders.
- Must acquire and maintain NFI Specialist Certification in pellet, wood, and gas. Must also complete ongoing manufacturer training.
- Possess a complete understanding of all manufacturers' install requirements and venting clearances.
- Follow company field procedures and protocols at all times.
- Provide daily detailed service reports.
- Abide by company non-solicitation agreement.
- Report any misuse of company time and monies to protect company assets.
- Maintain parts and equipment at the warehouse and in trucks at all times. Communicate parts requirements in a timely manner to the Service Coordinator and Category Manager to ensure order fulfillment.
- Build positive relationships with customers at all times.
- Operate company vehicle in a safe manner at all times. Technicians must not use a handheld cell phone at any time. Pull over to make calls.
- Track and organize vehicle maintenance as needed and required.

Other Requirements

- **Knowledge and understanding of the use of dollies and mechanical fireplace moving equipment are required.**
- Must be familiar with all ladder safety requirements.
- Must maintain a valid driving license.
- Provide Company with Washington State Driving Record at any time it is requested.
- Must have reliable transportation.
- Maintain Factory Training Certifications, and attend classes as needed.
- Demonstrate a willingness to submit to Drug and Alcohol testing as needed and when requested by senior management or Human Resources.

- Fireplace Service Technician will be held accountable for daily, weekly, and monthly reporting covering hours worked, service performed, and proper documentation. In addition, Fireplace Service Technician will be held accountable for the rate and % of go-backs on service issues.

Work Requirements Pertaining to Seasonality:

1. Must be available to work up to 6 days and/or 60 hours per week from August 15 – January 31 at the discretion of the Company Management.
2. Fireplace Service Technician: Vacation requests are blacked out from August 15-January 31. All vacation days requested must be approved directly by the Director of Hearth, Fireplace, Hot Tub, and Service Operations before assuming the requested days are approved. All vacation requests must not create a situation where the service technician is not available to work for more than two days of any seven-day week, Monday - Sunday. If time off is needed, a request must be made two full weeks in advance.

Physical Requirements

- Walking; Frequent; Flat surfaces from point to point
- Standing; Constant; All work performed on feet
- Sitting; While driving and completing paperwork at a desk
- Stooping; Frequent; To pick up cartons at floor level
- Reaching; Frequent; To a height of 6 feet
- Lifting; Frequent; Up to 60 lbs., up to 500 repetitions per hour to a height of 4 feet (top of register); must be able to lift up to 25 pounds comfortably
- Hand Dexterity; Frequent; Must be able to use at least one hand to operate a register and complete paperwork
- Pushing / Pulling; Frequent; Move hand jacks from place to place
- Carrying; Frequent; Up to 50 lbs., up to 10 feet, occasionally more
- Climbing; In-frequent; Stairs in storage rooms; ladders
- Vision; Constant; Read labels, recognize boxes, safety in working
- Hearing; Constant; Safety signals