



Field Service Technician - Residential Windows

- 5978 Broadway, Denver, CO 80216, USA
- Full-time

Company Description

Alside, a division of Associated Materials Incorporated (“AMI”), is a recognized leader in the home improvement industry. Founded in 1947, Alside is a manufacturer and distributor of vinyl siding and accessories, vinyl windows and patio doors, and fencing and railing products for the residential and commercial remodeling and new construction markets. Alside products are distributed to licensed professional remodeling contractors and home builders through our network of over 100 Supply Centers and also through select independent distributors across the U.S. and Canada. We are proud to be a charter member of the Vinyl Siding Institute, the American Association of Architects, the National Association of Home Builders, and the National Association of the Remodeling Industry.

Job Description

The Field Service Technician is responsible for the servicing of window warranty inquiries within their respective markets. This position enhance the customer experience by providing exceptional service, training, and support. This position will also work directly with the Alside Supply Centers and customers within the market and will regularly report to the manufacturing plant to support Quality and Continuous Improvement efforts.

OBJECTIVES:

1. Deliver excellent in-home window service experience by providing improved service turn-around time and delivering first time resolution through effective diagnosis and remediation planning.
2. Evaluate product concerns against manufactured specifications and warranty coverage.
3. Support Product Engineering and Quality improvements through professional, data-driven feedback and analysis with regard to product application.

DAY-TO-DAY RESPONSIBILITIES:

- Visit customer locations on a regular schedule and perform planned and unplanned in-home diagnosis and remediation activities.
- Objectively assess and evaluate windows against design and manufacturer specifications. Check window/sash installations to ensure proper operation, cleanliness, and customer satisfaction.
- Determine if issues are window or installation driven and report findings in a detailed and fact-based manner. Provide feedback to the company regarding customer and installer performance.
- Assist or facilitate problem solving initiatives for customers and give feedback/techniques on how to fix the issue.
- Perform functionality tests on product and provide technical support as needed arising from Corporate requests.
- Provide window installation seminars and aid in the creation of training materials. Independently perform field inspections as required and train others in the process.

KEY RELATIONSHIPS:

- Local Alside Supply Center teams
- Manufacturing Quality department
- Associated Materials customers and homeowners

Qualifications

EDUCATION AND EXPERIENCE:

- High School diploma or equivalent
- Minimum 1 year of experience servicing, or knowledge of, residential window products or related field
- Outstanding customer service presence and attitude with professional presentation
- Self-organized with a willingness to exceed customer and company expectations
- Basic proficiency with Microsoft Office (i.e. Word, Excel, PowerPoint, Outlook)
- Able and willing to travel regionally up to 90-95%, personal vehicle required with expense reimbursement
- Must maintain a valid state-issued driver's license and excellent driving record

Additional Information

Salary range - \$50 - 60K/yr

BENEFITS OFFERED:

Associated Materials provides a comprehensive benefits package including paid time off, medical, dental, vision, health concierge service, flexible spending accounts, disability and life insurance, employee assistance program (EAP), pet insurance and 401(k) retirement plan with company matching contributions. Employees must have a regular schedule of 30 or more hours per week to participate in health and welfare benefit plans.

All your information will be kept confidential according to EEO guidelines.

Recruiters: Please note that Associated Materials, Alside and any of its affiliated companies does not seek or accept unsolicited resumes or offers of recruiting service associated with any published or unpublished employment opportunities. Any unsolicited information sent to AMI or any of its employees will be considered as unencumbered and free from any fee or charge whatsoever. Only members of our Human Resources Team have authority to engage or authorize recruiting services. Any questions regarding recruiting services of any kind must be sent to jobs at associatedmaterials dot com

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