

# SHERMAN'S

**Position:** Installer I

**Reports to:** Operations Manager

**Essential Functions:**

- Safely and lawfully operate a company vehicle and provide appliance installation services to customers, ensuring safe handling of product and quality service
- Basic appliance installation including but not limited to dishwashers, microwaves, cooktops, under-cabinet hoods
- Participate in department meetings
- Demonstrate and adhere to Sherman's Core Values
- Take direction from any member of Warehouse and Delivery Management Team

**Education:**

Essential: High School diploma or equivalent

**Experience:**

Essential: Minimum 1 years' experience in customer service and/or working with the public

Desired: Previous experience with Sub-Zero, Wolf, or other high-end appliances

**Licenses and certifications:**

Essential: Valid driver's license, insurable driving record, and proof of insurance

**Knowledge, skills, and abilities:**

- Strong customer service and communication skills
- Working knowledge of common hardware and tools
- Critical thinking, problem solving, troubleshooting, and negotiating skills
- Basic knowledge of computer programs and electronic mail
- Knowledge of safe work practices
- Able to follow oral and written directions and specific rules, regulations, and processes and apply them to a variety of situations
- Skilled in cabinetry work, basic plumbing, and basic electrical up to 220v
- Able to interpret manufacturer's specification sheets
- High level of accuracy and attention to detail

- Able to obtain class “C” driver’s license

**Working conditions:**

While performing the duties of the job, the employee is frequently required to drive; stand, walk, stoop, bend, climb, push, pull, twist, lift, sit, reach with hands and arms, use hands to finger, handle, or feel objects. The employee is occasionally required to read and interpret, listen and talk. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The employee is subject to a variety of weather conditions. The noise level in the work environment is quiet to moderate. Employee may be required to lift and/or move items weighing in excess of 100 lbs. and team lift up to 600 lbs. Some work will be performed in a “home” environment where the employee may encounter pets, children, and unconventional and/or unanticipated situations.

**Working schedule:**

Minimum 5 day work week, which may include evenings, weekends, and holidays.

**FLSA:** Non-exempt

Date: October 2021