

# SHERMAN'S

**Position:** Appliance Service Technician I

**Reports To:** Appliance Service Manager

**Essential Functions:**

- Progressively learn and perform appliance service work from introductory to experienced level while participating in the in-house appliance service training program
- Demonstrate and adhere to Sherman's Core Values

**Education:**

Essential: High school diploma or equivalent

**Experience:**

Essential: Previous customer service experience

**Licenses and Certifications:**

Essential: Valid driver's license and insurable driving record

**Knowledge, skills, and abilities:**

- Effective verbal and written communication skills
- Ability to organize and establish priorities; multi-task
- Critical thinking, problem solving, troubleshooting, and negotiating skills
- Ability to develop strong working relationships
- Able to receive and retain instruction
- General knowledge of basic hand tools
- Basic knowledge of computer programs and electronic mail
- Knowledge of safe work practices
- Ability to follow oral and written directions and specific rules, regulations, and processes and apply them to a variety of situations.

**Working Conditions:** While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle or feel objects; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear. The employee may occasionally drive a vehicle, lift and/or move up to 100 pounds. 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 noise level in the work environment is usually quiet to moderate. The employee may be working in a “home” environment and encounter pets, children, and unconventional/unanticipated situations. While performing the duties of this job, the employee may be exposed to weather conditions prevalent at the time. Travel may be required.

**Work Schedule:** Generally, a 5-day work schedule. May include evening and holidays. Additional hours may be required.

**FLSA:** Non-exempt

**Date:** September 2017