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| Job Title | Service & Warranty Technician: Dartmouth, Nova Scotia |
| Reports to | Andre Doiron, Director of Operations |

Allsco Windows & Doors

Allsco is a Maritime Based company producing quality windows and doors for over 40 years. Allsco started as a family-business in 1976 building quality windows and doors for Atlantic Canadian homes. Allsco is now owned by the Atis Group, a Canadian leader in door and window manufacturing.

Atis Group Inc. is one Canada's largest manufacturers of doors and windows, with its 9 plants, 30 stores, 1400 employees and approximately 200 million dollars in income. The group manufactures, distributes and markets a full range of doors, windows and energy-efficient products for the residential and commercial renovation and construction markets through its affiliates: Allsco, Altek, Alweather, Atis Doors and Windows, Extrusion SP, Laflamme, SDI, Vinylbilt Windows & Doors and Vitrierie Lévis.

Our production facility and main offices are located in Moncton, NB. Allsco values building strong partnerships with our customers. Quality products, competitive prices and reliable delivery have been key to our success.

Position Overview:

Reporting directly to the Director of Operations, the Service & Warranty Technician is responsible for completing warranty service work on our windows, doors and other products based on Allsco best-practices/warranty requirements while providing exceptional service.

Duties and Responsibilities:

- Complete warranty service work on windows and doors
- Ensure your service vehicle has all necessary parts to complete service work prior to visiting homeowner
- Maintain great communication with our clients during the service process
- May be required to contact homeowners to re-schedule a service call
- Establish and maintain positive and cooperative working relationships with customers
- Able to resolve customer concerns without escalation and in an efficient manner; able to seek advice from Management when required
- Provide excellent customer service through all interactions
- Ensure follow up is completed in a time sensitive manner
- Suggests continuous improvements to the department to facilitate growth and development

- Reviewing service warranty lists with homeowners; explaining which item will be rectified immediately & why
- Obtaining homeowners signature on completed items
- Meeting with direct supervisor at designated time to discuss work completed and work to be assigned to trades
- Cleaning and maintaining service van
- Comply with all Health and Safety codes and procedures
- Drive safely to various job sites within the Nova Scotia Territory
- Other duties as required

Qualifications:

- Post-Secondary Education preferred
- Superior organizational and follow-up skills
- A great attitude, strong work ethics and high standards of quality
- An impressive problem-solver
- Highly professional always
- Always punctual and able to deliver on scheduled commitments
- The desire to contribute to a growing organization to help us continually improve
- The ability to safely lift heavy products
- Valid Nova Scotia Drivers License
- Work experience in a manufacturing environment would be an asset
- Excellent communication skills; verbal, written
- Dependable, self-starter
- Strong analytical skills with a solution driven, results oriented approach
- Team oriented contributor with the ability to work independently

NOTE: This job description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the organization.

To apply, please submit your cover letter and resume to hire@allsco.com