

POSITION PROFILE

Summary:

Reporting to the Operations Supervisor, the Installer is an active participant of the Operations team; ensuring compliance with quality and service standards for installation across all product lines and sales channels within the territory. The Installer will work directly with the public, installing Phantom products in residences or businesses; is required to travel extensively within the service territory in a company-provided vehicle and adhere to all scheduling requirements. As a key member of the Phantom team, the Installer is expected to consistently demonstrate, and encourage in others, the organization's core corporate values.

Structure:

Other positions reporting to the Operations Supervisor are those of Lead installer, Warehouse Assistant and a variety of contract and/or temporary positions.

There are no subordinates reporting to the position of Installer.

Position Responsibilities:

(include, but are not limited to)

- Undertake field installations of products as required within the territory.
- Resolve technical problems; receive and respond to all incoming technical inquiries; gather appropriate information, recommend solutions, and ensure timely customer follow-up.
- Assist with the development, implementation, and maintenance of all installation instructional materials, training equipment, and procedures.
- Provide feedback to Operations Supervisor on installation techniques such as product limitations, tools, and installation tips.
- Communicate regularly with the Operations Supervisor regarding perceived product modifications based on needs or market trends obtained through ongoing feedback.
- Assist with the development, maintenance, and communication of minimum quality standards related to the installation of Phantom's product lines, including the establishment of procedures and standards for permitted field modifications.
- Perform inspections and provide recommendations on the quality of installations, particularly those that pertain to warranty situations and end-consumer complaints.
- Maintain a current knowledge of the position and participate in job-related training programs or associated personal development initiatives as required.
- Perform all other duties as assigned.

Corporate Values:

At Phantom Screens we value all of our employees. We are committed to providing a safe, harmonious, and respectful work environment and all employees are expected to help us achieve this by practicing the core principles attached to this document.

Position Requirements:

- Tool experience preferably working with Phantom products or work in a related field is an advantage
- Detail oriented with strong technical and mechanical aptitude
- Superior communication and interpersonal skills, and the ability to build/maintain positive relationships with a variety of internal and external contact at all levels
- A positive and professional disposition with a genuine desire to provide exemplary customer service
- Ability to schedule and meet assigned deadlines

- Ability to develop and maintain positive and professional relationships with all internal and external contacts
- A high degree of initiative and the ability to work with minimal supervision
- A valid driver's license with a clean drivers abstract and the ability to participate in cross-border travel if required

Academic Qualifications and Work Experience:

- Grade 12 or equivalent with a minimum of 2 years' experience dealing directly with customers
- Some sales ability is preferred
- Installation experience
- Hands-on proficiency working with a variety of building construction tools with Phantom products or in a related field is an advantage