

**Position Title:** Service Technician  
**Reports To:** Services Manager  
**Location:** Portland Oregon Warehouse  
**Status:** Full time, Non-Exempt

### **About PacificWRO:**

At PacificWRO, we believe in uplifting people and spaces. Yes, we're energized by designing and furnishing some of the most iconic buildings, companies, college campuses, and hospitals across the Pacific Northwest. But more importantly, we value each team member's unique contribution to those projects because we're not just creating great work environments for other teams – we're creating a great environment for our team.

Because our team members are quick-thinking, hardworking, and adaptable PacificWRO is recognized as one of the fastest growing companies in the Pacific Northwest. Yet our team also looks beyond the walls of our office to impact the people in our communities, so we're also ranked one of the most generous mid-sized companies in Oregon. On top of that, we're consistently one of the top-performing Herman Miller Certified Dealers in the country.

We're proud of our team and what we're accomplishing together, and we're thrilled you are interested in joining our team! For more information, visit our website: [www.pacificwro.com](http://www.pacificwro.com)

### **Position Summary:** *Service Technician*

Performs technical services and furniture repairs in the field and at the service center. Communicates detailed information for ordering replacement parts and labor reimbursement with vendors. Works with the Service and Warranty Coordinator to schedule work and ensure timely resolution. Proactively influences order entry process, avoiding time wasted, inconveniences, or delays for the customer and dealership. Occasionally works with the Services Manager to perform small installations.

### **To Apply:**

To apply, email your resume and a cover letter to: [info@pacificwro.com](mailto:info@pacificwro.com)  
Please mention *Service Technician* in the subject line.  
Applications are open until the position is filled.

**Specific Responsibilities and Duties:**

- Warranty/Service requests: handles all research and repair as well as associated activities.
- Attend construction meetings, as needed
- Coordinate timelines with customer, contractor and installers as needed.
- Additional responsibilities as requested

**Personal and Interpersonal Skills**

- Ability to understand and carry out directions from Service and Warranty Coordinator, Services Manager and Install Leads
- Professional in appearance and in manners
- Good oral and written communication skills
- Physical strength and stamina required to lift and move furniture, boxes and equipment
- Strong work ethic and very ethical approach to the business
- Punctual and self-motivated

**Technical and Product Skills**

- Mechanically adept and knows how to safely use tools and equipment
- Understands basic installation processes: unloading, loading, staging, uncartoning, panel assembly, component assembly, cleanup and detailing, lock installation, etc.
- Is capable and efficient in the assembly of furniture, resulting in quality workmanship
- Understands furniture material handling and logistical processes
- Can receive and document receipt of product in a thorough and accurate manner

**Responsibility and Decision-Making Skills**

- Takes ownership for assignment results and details—follows through to assignment's finish
- Is responsible for other's property, including client's building, equipment and furniture; is responsible for the dealership's tools, equipment and vehicles
- Administrative Skills:
- Understands and follows through with consistent and accurate paperwork—receiving documentation, detailed time sheets, work orders, punch list items, change orders, product return forms, inventory check-out, etc.
- Paperwork is neat, clear, legible, and complete, and done in a timely manner
- Communicates task status and problems to Warranty and Service Coordinator, Services Manager, field supervisors/leadman and dispatcher in a timely and clear manner

**Project and Installation Management Skills:**

- Can carry out most assignments with little or no supervision
- Can pre-plan small assignments, including field measurements and site reviews
- Can analyze assignments for correct tool, supply, and equipment requirements, as well as small parts and product pulls from warehouse
- Can punch and close-out a work order, using proper procedures and forms

**Driving Skills**

- Comfortable driving extended van or box truck, and can do so safely
- Drives vehicle from warehouse to destination and back, according to assigned schedule and routes complying with all State Department of Motor Vehicles laws, adjusting to driving conditions, and using seatbelts at all times
- Must be aware of surroundings when driving, paying close attention to any blind spots and clearance around and over the vehicle
- Will obtain a State of Oregon DOT card if required by State

**Customer Focus**

- Has strong customer service attitude and manner; communicates easily and clearly; is polite and cordial in all customer interactions
- Is highly responsive to customer requests
- Understands customer satisfaction focus of installation team and consistently meets or exceeds customer expectations

**Additional Requirements:****Physical Demands**

- While performing the duties of this job, the employee is regularly required to talk or hear. Considerable use of arms, legs and moving the whole body, such as climbing, lifting, balancing, and walking is required. The employee frequently is required to stoop, kneel, crouch or crawl. The employee is regularly required to use hands to finger, handle or feel, and reach with hands and arms. The employee must lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Covid-19 Vaccination Status**

- As in-person work with customers requiring vaccine status disclosure is necessary for this job, proof of completed vaccination for COVID-19 as defined by CDC at start of employment will be required currently for this position.

## **Education and Experience**

- High school diploma or GED required
- 2-3 experience in driving, labor and installation
- Previous furniture installation experience is preferred
- Valid state driver's license and clean driving record
- Able to provide a MVR (motor vehicle record) upon request