



**Job Title:** Installer  
**Employee:**  
**Employee Exempt:** No  
**Job Type:** Hourly, Full Time 40 hours  
**Reports to:** Director of Sales and Operations

**Basic Function:**

Performs efficient installation and assembly of office furniture within clients' facilities, including systems furniture, casegoods, accessories, wall-hung units, etc. Is responsible for timely completion of the work with a high level of workmanship and a high degree of customer satisfaction.

**Specific Responsibilities and Duties:**

Personal and Interpersonal Skills:

- Has the ability to understand and carry-out directions from leads and field supervisors
- Is professional in appearance and in manners
- Has good oral and written communication skills
- Has physical strength and stamina required to lift and move furniture, boxes and equipment
- Has strong work ethic and very ethical approach to the business; is punctual and self-motivated; has the ability to work irregular hours and extended shifts

Technical and Product Skills:

- Is 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.
- Knows how to assemble, fine-tune and detail panels, electrical parts, components, casegoods, seating, filing, tables, etc.
- Can read plans, blueprints and elevations, and understands architectural and furniture symbols
- Is capable and efficient in the assembly of furniture, resulting in quality workmanship
- Is product knowledgeable across most major lines the dealership represents; understands most product specifications and descriptions; can identify basic finishes, colors and fabrics; knows correct application and assembly for products; knows how to make most mechanical adjustments (drawers, slides, etc.)
- Understands basic electricity and systems furniture electrical component installation

Responsibility and Decision-Making Skills:

- Takes ownership for assignment results and details—follows through to assignment's finish
- Is capable of reacting to varying project/field conditions and able to make decisions to solve problems and changes in the scope of work
- 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, client sign-offs, punch list items, change orders, product return forms, inventory check-out, etc.

- Paperwork is neat, clear, intelligible and complete, and done in a timely manner
- Communicates task status and problems to 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

#### Other Technical Skills:

- Is comfortable driving a bobtail or cube truck, and can do so safely
- Understands furniture material handling and logistical processes
- Can receive and document receipt of product in a thorough and accurate manner

#### 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

### **Qualifications:**

#### **Education and Experience**

- Previous furniture handling experience preferred.
- Experience operating basic hand and power tools (tape measure, level, cordless drill, etc.) preferred
- Ability to operate service van and other light delivery vehicles
- Must be available to work irregular hours, extended shifts, and weekends as needed, regardless of weather conditions.
- Must be able to follow directions and work with a crew of installers.
- Knowledge of OSHA regulations
- Excellent communication skills & dedication to excellent customer service
- Physical Requirements: Must be able to lift a minimum of 50 pounds and perform other physical tasks for duration of shifts, including standing for an extended period, stooping, bending, and twisting. Must be able to maneuver furniture up an incline or up a flight of stairs as needed.

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