

## Installer

**General Job Description:** Performs efficient installation and assembly of office furniture within clients' facilities, including systems furniture, case goods, 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.

### Duties and Responsibilities:

#### A. 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, often in excess of 50 lbs
- 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, including any overnight out of town assignments

#### B. 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, case goods, 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

### **C. 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, by keeping them clean and in proper working order

### **D. 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 – Daily
- Communicates task status and problems to field supervisors/lead man and dispatcher in a timely and clear manner from the jobsite

### **E. Other Technical Skills**

- Is comfortable and capable of driving a 24' straight or cube truck, and can do so safely
- Maintain a good driving record and follows all DOT rules and regulations
- Understands furniture material handling and logistical processes
- Can receive and document receipt of product in a thorough and accurate manner



#### F. 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 the customer's request
- Understands customer satisfaction focus of the installation team and consistently meets or exceeds the customers' expectations

To apply for this position, please email resume to Penny Rosson, Human Resources Coordinator at [prosson@intereum.com](mailto:prosson@intereum.com).

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