

w.w.Cannon, Inc.

Design. Layout. Build. Install.

800-442-3061

www.wwcannon.com

JOB DESCRIPTION FOR INSTALLATION ASSISTANT

REPORTS TO: Installation Foreman and Installation Manager

BASIC FUNCTION: Under the general supervision of the Installation Foreman install or sets up W. W. Cannon products in a timely, cost effective manner. Possess a “can do” attitude at all times. Must deliver the desired customer service experience. Our goal is to drive service success that improves customer satisfaction maximizing customer retention and increasing profitability.

MAJOR RESPONSIBILITIES:

1. Handles merchandise properly so no damage is done to product.
2. Setup or installation of W.W. Cannon product in a timely and cost effective manner. When at a customer's location behave themselves in the most professional and responsible manner so as not to give anything other than the highest level of customer service. That means being careful with the customer's facility and property so as not to damage anything and exhibiting adult, professional behavior so that only the best, most professional image is portrayed.
3. Demonstrates exceptional customer service at all times, even in difficult or adverse circumstances. Always looks professional, neat and well groomed.
4. Assists in the warehouse as needed and takes initiative when projects in the warehouse need to be completed or when inventory needs to be put away, picked up or reorganized.
5. Must maintain and care for tool and equipment on job sites.
6. Must communicate with Installation Foreman and when necessary with Installation Manager.
7. Must be willing to work long or odd hours at times.

QUALIFICATIONS FOR POSITION:

1. Good manual/mechanical skills
2. Provides own transportation to and from installation site.
3. Maintains valid Texas driver's license.
4. High School education or equivalent.
5. Drug/Alcohol free.
6. Cooperative and "can do" attitude.
7. Must be able to lift 100 pounds.
8. Maintain appropriate dress code and be well groomed at all times. Wear uniform that is distributed every day and keep them clean and neat.
9. Maintain exceptional customer service at all times.