



Job Description: Support Specialist

WAGE CLASS:	1.0
REPORTS TO:	Operations Specialist
SUPERVISES:	N/A
FLSA STATUS:	Non-exempt (hourly)
REPRESENTATION:	Non-represented
TELECOMMUTE ELIGIBLE:	No

POSITION SUMMARY:

Under the direction of the Operations Supervisor, this position will not be assigned to any specific department, rather they will assist where the need is on any given day. This is an entry level position that will expose the employee to a variety of functions within the organization. The employee in this position will often assume responsibilities for employees who may be out sick, on vacation, or otherwise out of the office. Responsibilities will change daily and be assigned daily by the Operations Supervisor. This position requires the ability to be a self-starter and immediately be productive in the tasks that are assigned each day.

ESSENTIAL JOB FUNCTIONS:

- Assists with cleaning, organizing, and shelving merchandise in the shop area under the direction of the Warehouse Supervisor.
- Assists with the installation of newly purchased water treatment systems in a customer's home or business.
- Performs yard and landscaping duties when directed.
- Performs routine upkeep on a customer's water treatment system in their home and delivers products to the customer as part of the Service Maintenance Program.
- Performs maintenance on water treatment systems that have been installed in customer's home.
- When necessary, assists in the office by answering phones.
- Assumes other duties as assigned during times of declared emergency or other unique, unusual, or unexpected circumstances.

QUALIFICATIONS:

Education and Experience: Must be a high school graduate and have demonstrated experience with the skills necessary to complete the functions of this position. Maintain a valid Washington State driver's license in good standing.

Knowledge and Abilities:

- Proficient use of web-based computer applications.
- Well-developed problem solving skills and resourcefulness.
- Demonstrates professionalism when interacting with co-workers, customers, and others.
- Can objectively record customer complaints with compassion, tact, and accuracy.
- Good communication skills that include verbal, email, text, and other modern communication tools.
- Above average familiarity with using hand tools, power tools, and yard equipment.
- Basic carpentry skills.
- Knowledge of basic plumbing concepts.

WORKING CONDITIONS:

The work environment and physical demands described here are representative of those required by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Working Schedule: Typical work schedule will be Monday through Friday from 8:00am to 4:30pm.

Working Environment: Duties are performed primarily outside or in a shop. Work is primarily performed standing or moving. Employee may at times be exposed to or come in contact with individuals who may be confrontational.

Physical demands: Essential functions require the ability to receive and provide information via mobile device; use hands and arms to operate shop equipment, yard equipment, and hand tools; use legs and feet to walk quickly while responding to urgent matters or while assisting customers; the ability to crawl in the space under a house or building; lift up to 40 pounds without assistance.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all- inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.