



4403 Stewart Avenue, Suite A | Wausau, WI 54401 | 715.298.4414 | ReachConnects.com

## **JOB DESCRIPTION**

### **JOB TITLE**

Client Solutions Installation Technician

### **JOB DESCRIPTION SUMMARY**

The Client Solutions Installation Technician will execute the duties required for installations and services for REACH products. Primary duties include installation and service of REACH products. Other duties may include sales calls, meeting with clients, site visits, amplification systems, router/IT sales & services, gathering appropriate customer information, entering data into CRM, trade shows, attending membership and meetings to promote REACH.

### **REPORTING RELATIONSHIPS**

The Client Solutions Installation Technician reports directly to, and is fully accountable to, the President.

### **GENERAL DUTIES and RESPONSIBILITIES**

The principle duties of this position shall consist of, but not be limited to, the following:

- Personally perform sales and educating clients for REACH's products & services.
- Ensures that the company's quality standards and values are maintained at all times.
- Initiate and present quotes to customers and potential customers with the consent of REACH management.
- Call all the previous week's amplification customers to ensure that the work was to their satisfaction. If a customer is not completely satisfied, the Client Solution Executive or and technician is to work with the customer to schedule a visit to satisfy the customer.
- Maintain communication with management throughout the project process through completion ensuring that he/she is informed regarding progress and necessary changes, so that customers can be contacted in a timely manner. Changes in a repair order are to be approved by the customer before the repair is completed. Document all changes.
- Strive to conceive new methods, ideas, products, and/or services to aid the Company in achieving its primary goal of increasing profits in an ethical and moral manor.
- Assist in ensuring that the company operations are in compliance with pertinent government, laws, rules, and regulations.
- Must adhere to generally accepted industry safety standards.
- Perform any other tasks and duties when asked or when the Client Solutions Executive realizes the task is needed.
- Ensure that all work personally performed meets or exceeds customer and company expectations in quality and delivery.
- Employee is responsible to forward completed orders to management (Installation project, telecom plan info sheet, equipment orders or shipments).

- Employee using and entering customer info into CRM (customer relation software) throughout inter actions with customers.

## **REQUIREMENTS**

- Required: High School Diploma or GED
- Prefers a two (2) year College Degree
- Requires ability to learn cellular amplification and other related technologies to better understand industry for sales opportunities.
- Must have the skills and knowledge to keep the lines of communication functioning between the sales, Installers and management of REACH and its customers.
- Must be able to effectively communicate with personnel and customers of varying education levels and backgrounds and be proficient using the English language.
- The physical requirements are many although much of the time will be spent sitting. Walking, climbing steps, turning the head and torso, reaching, grasping, bending and flexing the arms, legs, wrists, and fingers and the ability to lift 80 pounds are required. Must be able to fit in tight spaces.
- Must be a highly organized person who can monitor numerous projects at once and who can prioritize the workloads of reporting personnel.
- Must be able to think on his/her feet to answer questions from customers, vendors, and company personnel.
- Must have the mechanical ability and sense of “logic” to problem solve while on site or communications with customers.
- Should not be afraid of heights.