

At the Glass Guru of Hendersonville, we specialize in everything glass, with over 70 locations nationwide and counting. We are constantly looking for highly motivated, customer service-oriented individuals who are looking to grow with the company and drive The Glass Guru brand forward. While Glass industry experience is valued and preferred, we are willing to train the right candidate and would like above all someone with the right mindset and work ethic.

Roles & Responsibilities:

As a glazier with the Glass Guru Of Hendersonville you will be responsible for providing a variety of residential and light commercial services including window moisture removal, glass replacement, and the installation/maintenance of all things glass related, while delivering the highest level of customer service we can possibly offer. The work will change daily as no two jobs are the same. Typical duties will include:

- Thoroughly inspect job materials, ensuring the product(s) are the correct size & style, and that there is no obvious product damage or flaws on product(s) required to complete job(s)
- Load required job materials to installation vehicle(s), including redundant materials, tools, job folder/paperwork, safety equipment etc...
- Communicate to office AND customer if we'll be late for scheduled installation appointment
- Upon arrival at customer's home, validate the work to be completed, the product(s) to be installed, installation location(s), and the estimated time it will take to complete the job, and customer expectations, and manage those expectations accordingly.
- Install all products and services included in the work order, troubleshoot, and strive to resolve any installation problems that might occur on-site
- If it's not possible to safely perform a quality service or installation on the date promised, effectively note all issues, and required materials necessary to complete the installation to the customer's satisfaction at a later date.
- Communicate with relevant team members regarding incomplete work, ensuring that any new materials are ordered, the cause of the go-back can be discerned, and that customer expectations can be managed accordingly.
- Take care of the customer's home/business, ensuring we leave it cleaner than when we found it... use booties, etc...
- Close out the installation by walking customer through the care and maintenance of products, walk them through warranty (if applicable) and how to contact us if they ever need service or have additional questions

Qualifications & Educational Requirements:

- At least 1-year residential glass installation experience is highly desirable however, **we will train individuals with the right attitude and background such as carpentry or general mechanical**
- HS Diploma or equivalent
- All candidates must pass initial background check and drug test. Valid license to drive, and a clean DMV record
- Candidates must be physically capable of performing work, in good health, with the ability to lift up to 50-100lbs. unassisted

* All candidates must have reliable transportation to and from work

Preferred Skills:

- Excellent customer Service
- Residential glass replacement including single/double pane window glass, shower enclosures, skylights, etc...
- Residential window/door installation including new construction and retrofit
- Window/door maintenance, weatherization, and repair
- Effective troubleshooting skills
- Excellent verbal/written communications skills
- Microsoft Office proficient (Word, Excel) preferred
- Hardworking, motivated, with excellent organizational and time-management skills

*Eligibility for company benefits contingent upon completion of initial employee probationary period and at the discretion of the Franchise Owner.

Benefits: Paid Holidays, Vacation Days