Job Description: Master Window Coverings Installer & Installation Training Manager

Slick Blinds LLC | USA Dealer Network | Senior Technical & Training Leadership Role

Position Overview

We are seeking a highly experienced, bilingual Master Window Coverings Installer & Installation Training Manager with a minimum of 8–10 years of hands-on installation experience across residential and commercial window covering products.

The ideal candidate must possess advanced technical expertise in interior window coverings, plantation shutters, exterior shades, retractable awnings, and pergola systems. Experience installing plantation shutters and outdoor shading systems is mandatory.

The primary responsibility is to recruit, train, certify, and develop installation professionals across our USA dealer network, transforming new recruits into competent, independent installers capable of delivering high-quality installations.

This is a hands-on technical leadership position, not simply an installation job. The successful candidate must demonstrate a proven track record of recruiting and training installers, develop installation standards, and building scalable installation capabilities across multiple locations.

Position Details

Attribute	Details
Job Title	Master Installer & Installation Training Manager
Company	Slick Blinds LLC
Location	USA-based; Houston, TX preferred
Employment	Full-time
Experience	Minimum 8–10 years
Languages	Fluent English and Spanish — mandatory
Travel	Frequent domestic travel across USA dealer locations
Reports To	Director of Operations / Senior Management
Primary Focus	Installer recruitment, technical training, certification, installation quality and field support

Key Roles & Responsibilities

1. Installer Recruitment & Team Development

- Lead the identification, screening, technical evaluation, and recruitment of new installation professionals across designated USA markets.
- Develop installer competency requirements for entry-level, intermediate, and advanced installation roles.

- Conduct practical skills assessments to evaluate candidates' knowledge of tools, measurements, mounting techniques, and installation procedures.
- Build and maintain a pipeline of qualified installers and installation trainees.
- Coordinate with HR, dealer owners, and regional operations teams to fulfill installation staffing requirements.
- Develop structured onboarding programs to accelerate new installer readiness.
- Mentor promising installers to become senior installers, installation supervisors, and future technical trainers.

Expected outcome: Establish a reliable pipeline of technically qualified installers supporting current and future dealer locations.

2. Hands-On Installation Training & Certification

- Design and deliver structured installation training programs covering beginner through advanced installation techniques.
- Conduct hands-on workshops, classroom instruction, field demonstrations, and supervised customer installations.
- Train recruits on accurate measurements, product identification, mounting hardware, installation methods, and troubleshooting.
- Teach installers how to interpret manufacturer instructions, technical drawings, and installation specifications.
- Develop standardized training modules, installation checklists, practical assessments, and certification requirements.
- Evaluate each trainee's technical competency, workmanship, safety practices, and customer interaction skills.
- Certify installers only after they demonstrate the ability to independently perform assigned installation types.
- Provide refresher training and advanced certification for experienced installers.

Expected outcome: Transform new recruits into installation-ready professionals through measurable, competency-based training.

3. Interior Window Coverings Installation Expertise

The candidate must demonstrate extensive hands-on installation and troubleshooting experience across the following product categories.

Product Category	**Required Technical Expertise**
Roller Shades	Manual, cordless, chain-operated and motorized systems
Zebra / Dual Shades	Fabric alignment, brackets, control mechanisms and adjustments
Triple Shades	Specialized fabric alignment and operating mechanisms

Cellular / Honeycomb Shades	Cordless, top-down/bottom-up and motorized configurations
Roman Shades	Headrail installation, fabric alignment and operating mechanisms
Vertical Blinds & Vertical Sheers	Track installation, carrier alignment and operation
Wood & Faux Wood Blinds	Mounting, leveling, valance fitting and adjustments
Aluminum & PVC Blinds	Bracket installation, controls and troubleshooting
Custom Draperies	Tracks, rods, brackets, ceiling mounts and motorized tracks
Motorized Window Coverings	Motor setup, limits, remote pairing and basic smart-home integration

The candidate must also understand different window structures, mounting surfaces, clearance requirements, hardware selection, and installation challenges in residential and commercial environments.

4. Plantation Shutters Installation — Mandatory Advanced Expertise

Critical hiring requirement

Plantation shutters are a core technical requirement for this role. Candidates without extensive hands-on plantation shutter installation experience will not qualify.

Responsibilities include:

- Train installers on wood, composite, PVC, and other plantation shutter systems.
- Demonstrate installation of framed and frameless shutter configurations.
- Train on L-frame, Z-frame, direct-mount, and other manufacturer-specific mounting systems.
- Teach accurate measuring techniques for inside and outside mounting.
- Handle specialty windows, including arches, bay windows, corner windows, and other nonstandard openings.
- Train on panel alignment, hinge adjustments, frame squaring, and clearance management.
- Diagnose and correct issues involving uneven gaps, misaligned panels, binding hinges, and improper closure.
- Develop installation quality standards and inspection checklists specific to shutters.

Required evidence: Candidates must demonstrate completed shutter installation projects and their ability to train others on complex shutter installations.

5. Outdoor Shading Products — Mandatory Advanced Expertise

Critical hiring requirement

The candidate must possess demonstrated installation expertise in exterior shading products, including all three categories below.

Exterior Shades

- Installation of exterior roller shades, motorized screens, and zip-track systems.
- Mounting on exterior walls, patios, pergolas, and other suitable structures.
- Track alignment, tension adjustment, motor configuration, and weather-related considerations.
- Troubleshooting fabric tracking, wind-related operation, and motorized controls.

Retractable Awnings

- Installation of manual and motorized retractable awnings.
- Bracket placement, structural mounting requirements, pitch adjustment, and arm alignment.
- Motor setup, operational testing, and wind sensor integration where applicable.
- Diagnosis of alignment, retraction, and mechanical performance issues.

Pergola Systems

- Installation of manufacturer-approved pergola systems, including retractable-roof and louvered configurations.
- Interpretation of technical drawings and assembly instructions.
- Structural alignment, anchoring, component assembly, and drainage considerations.
- Installation and testing of motorized components and controls.
- Coordination with qualified contractors for foundations, structural modifications, electrical work, and permits when required.

All outdoor installation training must emphasize manufacturer specifications, applicable building codes, wind-load requirements, fall protection, and safe installation practices. The manager must recognize work requiring licensed trades or professional engineering approval.

6. Installation Quality Assurance & Technical Troubleshooting

- Establish standardized installation quality requirements across all dealer locations.
- Conduct periodic installation audits and field inspections.
- Investigate customer complaints related to installation defects, product operation, or workmanship.
- Identify root causes of recurring installation failures and implement corrective actions.
- Train installers on proper handling of custom-manufactured products to minimize damage and rework.
- Develop troubleshooting guides for mechanical, alignment, mounting, and motorization issues.
- Support complex installations and escalated technical cases.

- Collaborate with product, supply chain, and customer service teams on installation-related product improvements.

7. Installation Training Content & Documentation

- Develop comprehensive installation manuals, technical guides, standard operating procedures, and checklists.
- Collaborate with the company's training and content development team to create short instructional videos and visual learning modules.
- Record practical installation demonstrations for use in digital training programs.
- Create bilingual English/Spanish training materials.
- Develop step-by-step installation instructions for different product types and mounting scenarios.
- Maintain an organized installation knowledge base accessible to dealers and installers.
- Update training content whenever products, hardware, or installation specifications change.

8. Dealer Network Support & Nationwide Training Rollout

- Travel to dealer locations across the USA to recruit, train, evaluate, and certify installation teams.
- Assess installation capabilities and skill gaps at individual dealer locations.
- Develop location-specific installer development plans.
- Conduct regional training workshops and technical certification sessions.
- Provide remote technical support when on-site assistance is unnecessary.
- Work with dealer owners to establish appropriate installation staffing and coverage.
- Support installation team readiness during new dealer launches.
- Identify and develop regional lead installers who can train additional recruits.

9. Customer Experience & Professional Standards

- Train installers to maintain professional conduct when working inside customers' homes.
- Establish standards for punctuality, appearance, communication, and protection of customer property.
- Teach installers to explain product operation and maintenance to homeowners after installation.
- Ensure job sites are clean and all packaging, debris, and installation materials are appropriately handled.
- Develop customer handover and installation completion checklists.
- Promote first-time-right installation practices to minimize repeat visits and customer inconvenience.

Required Qualifications

Education

- High school diploma or equivalent required.
- Technical diploma, vocational certification, or apprenticeship in carpentry, construction, mechanical installation, or a related trade preferred.
- Relevant manufacturer installation certifications are highly desirable.
- Formal college education is not mandatory; demonstrated technical mastery and installer training experience are more important.

Professional Experience

- Minimum 8–10 years of direct, hands-on experience installing custom window coverings.
- Advanced installation experience with plantation shutters — mandatory.
- Demonstrated experience installing exterior shades, awnings, and pergolas — mandatory.
- Proven experience recruiting, training, mentoring, and evaluating installation professionals.
- Experience supervising installation teams or managing technical field operations.
- Experience delivering technical training to beginners and experienced installers.
- Familiarity with US residential construction practices, installation safety, and manufacturer requirements.
- Previous experience supporting multiple locations, dealer networks, or installation contractors strongly preferred.

Mandatory Skills

- Fluency in spoken and written English and Spanish.
- Ability to conduct technical training and explain installation procedures in both languages.
- Excellent hands-on problem-solving and troubleshooting abilities.
- Strong knowledge of installation tools, mounting hardware, fasteners, and measurement techniques.
- Ability to read technical specifications, installation drawings, and manufacturer manuals.
- Ability and willingness to travel frequently throughout the USA.
- Valid driver's license and ability to meet company travel requirements.
- Strong organizational, communication, leadership, and mentoring skills.

Performance Expectations & KPIs

The successful candidate will be evaluated on the ability to build sustainable installation capabilities, rather than simply completing installation jobs.

KPI	Proposed Initial Target
Installer training completion	≥90% of enrolled trainees
Installer certifications pass rate	≥85% after training and remediation
New installer job readiness	Within 4–8 weeks for defined entry-level product scope
Installation first-time-right rate	≥95%
Installation-related callbacks	Below 5%
Dealer training coverage	100% of prioritized locations within agreed rollout schedule
Training documentation	100% of supported product categories covered
Installation safety	Zero preventable serious safety incidents

Targets are proposed to start benchmarks, subject to baseline assessment. Advanced shutter, awning, and pergola certification may require substantially longer than entry-level training.

Ideal Candidate Profile

We are particularly interested in candidates who have progressed through a career path such as:

Window Coverings Installer → Senior/Master Installer → Installation Supervisor → Technical Trainer or Installation Operations Manager

The ideal candidate should have extensive field installation experience, a strong teaching mindset, patience with new recruits, and the ability to simplify complex installation procedures.

We value candidates who can independently build and scale an installation training program, maintain consistent quality across multiple dealer locations, and demonstrate measurable success in developing installation teams.

Career Growth Opportunities

This position offers the opportunity to develop into National Installation Training Manager, Director of Installation Operations, or Head of Technical Services, depending on performance and business expansion.

The selected candidate will play a key role in developing the company's nationwide installation capabilities, supporting dealer growth, reducing installation defects, and delivering consistent customer experience.