

Automatic

LEASING  SERVICE

Service Technician Job Description

Automatic Leasing Service, a rapidly growing laundry services provider, has an immediate need for a full time Service Technician to join our team. We are known for great service because we hire great people.

We take pride in our ability to find, develop, and support top candidates with a winning mind set willing to advance by their own merits.

Technicians review daily repair requests, travel to and meet with Property Managers/Customers to understand concerns and diagnose issues. Upon diagnosis, Technicians repair, test, and clean machines onsite. Technicians educate Customers on machine use and care, and complete appropriate paperwork for both the Property and ALS, Technicians are accountable for repair quality (fixed the first time), efficiency (complete all orders each day), and customer satisfaction (professional, courteous behavior). The person in this role must be flexible to adjust to Customer schedules and requests, be able to lift/move heavy machines, and work in tight spaces. All ALS Team Members are expected to demonstrate professional and courteous behavior to all customers, vendors, and colleagues. Other duties may include, but are not limited to:

- Load/unload trucks; follow Company procedures and policies to install, deliver, pick up, and repair washers and dryers (daily); Verify symptoms and concerns with Property Managers and/or Customers
- Test machines to validate solution; clean machines and work area prior to leaving Customer's residence or Company warehouse
- Effectively explain issues, the solutions, and next steps needed to the Customer and/or Property Manager
- Support/back-up Driver/Installers when demand is high; support Coin Laundry team with repairs and/or complex installations as needed

Employment Type: Full Time

Compensation: Negotiable including bonuses for meeting company objectives. Health, Dental, Vision Insurance, 401K and Profit Sharing. Life, Disability, Accident Insurance available. PTO, Paid Holidays, Volunteer Time Off Program.

About Automatic Leasing Service

Automatic Leasing Service is a family owned and operated laundry services provider for apartment communities headquartered in Richmond, Va. For over 60 years, we have been the state's leader in domestic leasing of laundry equipment with hundreds of laundry rooms to our credit.

We at Automatic Leasing believe trained, highly motivated, proactive representatives are invaluable. We take pride in offering top of the line customer service and are looking for a team member who shares our vision. The right driver/installer can expect opportunities for growth that reflect their unmatched work ethic and dedication.

Automatic Leasing Service is an equal opportunity employer and promotes a drug-free workplace.