



## **Shutter and Screen Technician (Install / Service)**

**JOB TITLE:** Shutter and Screen Technician (Install / Service)

**DEPARTMENT:** Campbell Window Film

**REPORTS TO:** General Manager

**DATE PREPARED:** April 2023

**LOCATION:** Huntington Beach, CA

### **ROLE SUMMARY:**

This full-time position provides service and installation of shutter and screen security products for commercial (retail) and residential customers. The job interacts with customers throughout the installation and service process, provides training on use of the products, and assists with troubleshooting problems in the field.

### **ESSENTIAL JOB RESPONSIBILITIES:**

- Evaluate appropriate shutter installation for each job, including basic field measurement in line with company standards.
- Diagnose shutter performance issues, providing service recommendations and repairs as needed.
- Interact with customers in field, answer basic product questions while completing assigned work.
- Gather and supply proper paperwork, pictures and other requirements to assure job is completed to customer satisfaction.
- Maintain a neat and orderly company-provided service vehicle.

### **QUALIFICATIONS:**

- Good communication and customer service skills (in person customer contact)
- Ability to follow written instruction & simple technical drawings
- Valid California Driver's License with a good driving record
- Reliable and organized
- Team player
- Ability to work flexible shifts and adapt to changing work schedules, including overtime
- Ability to lift minimum of 50 lbs. unassisted
- Climb ladder and operate small equipment

### **EDUCATION AND EXPERIENCE:**

- Trades experience or certification
- Experience in construction, installation, service work
- Knowledge of mechanical systems, including hinges, operators, springs, or similar
- Knowledge of basic carpentry and framing techniques
- Experience with rolling shutters, overhead doors, door systems, or windows is a major plus

**COMPUTER SKILLS:**

- Proficiency with applicable software such as MSOffice
- General computer skills

**COMPENSATION:**

- Hourly rate commensurate with experience
- Eligible for Personal Performance Bonus and Company-wide profit sharing
- Employee health (75% paid by company), basic life insurance and Long-term Disability
- 401k- 100% company match up to 10% (*after 1 yr.*)
- Paid Vacation

**COMPANY:**

Campbell Window Film is a licensed glazing and window film contractor that specializes in energy and security fenestration retrofits for commercial and residential properties. A six-time dealer of the year for 3M Window Films and the Riot Glass master dealer in California, Campbell's reputation for excellence is well established in the commercial real estate and luxury home markets. Professionalism, reliability, and prompt courteous service are our hallmarks.

Campbell will be working closely with QMI Security Solutions, its sister company, to provide their industry-leading security and storm shutters to the Southern California market.

QMI is the leading manufacturer of commercial security shutters and storm protection products in North America. QMI leads the industry in customer satisfaction, product patents, delivery lead time, and in-field performance.

QMI has more than 36 years of experience providing security for 40,000+ retail locations across formats, delivering front, middle, and back-of-store solutions for all threat levels. QMI products also provide forced entry protection for homes, schools, warehouses, airports, and government buildings.

QMI and Riot Glass design and build their products in Itasca, IL and Huntington Beach, CA.

[www.campbellwindowfilm.com](http://www.campbellwindowfilm.com)

[www.qmiusa.com](http://www.qmiusa.com)

[www.riotglass.com](http://www.riotglass.com)

[www.shuttersecure.us](http://www.shuttersecure.us)