

# SERVICE AND INSTALLATION TECHNICIAN

**STATUS**

Full Time

**WAGE RANGE**

\$ 25 - \$38 | hour

**WORK LOCATION**

Missoula, MT

**ACCOUNTABILITY LEVEL** Leadership Ownership Execution**CULTURE**

As a Glo team member, you'll be part of a high caliber fenestration design team that passionately pursues our core values of excellence and environmental stewardship on a daily basis. You'll resonate with our need to prioritize technical capability, collaboration, high performance, high quality, and sustainability in lieu of taking on projects that aren't in alignment with our values or pushing sales for the sake of growth. As advocates of environmental stewardship, we believe high performing windows and doors can contribute to a reduction in our energy consumption and progress our vision of reducing our collective environmental impact to protect our planet.

**BENEFITS**

Profit Sharing Bonus | Health Reimbursement Plan | Simple IRA Retirement Plan | Paid Vacation + Holidays | Flexible Schedule | Opportunity for Advancement

**ELEMENTS OF THE POSITION**

- Accountable for the efficient and accurate installation and servicing of Glo products
- Accountable for consulting with Glo customers on how to properly install Glo products
- Responsible for communicating with stakeholders throughout the installation lifecycle to ensure a high level of execution and customer service
- Responsible for executing service claims from diagnosis through successful resolution.
- Collaborates with service and installation supervisor for purchasing, billing and tracking of work orders
- Travels to job sites to repair Glo products as needed

**MINIMUM QUALIFICATIONS**

- Minimum 5 years demonstrated experience in commercial carpentry
- Demonstrated ability to read, interpret and troubleshoot construction plans, window schedules and shop drawings
- Experience in a customer facing role in the construction industry
- Strong familiarity with information technology, paperless documentation, job progress tracking and communication
- Highly organized approach to work and job execution
- Travel required

Glo is a boutique fenestration design studio focused on high-performance windows and doors for large openings in luxury residential homes with unique architectural design. We specialize in meeting fenestration design goals and performance specifications through close project collaboration with select Architects and Builders who prioritize high performance, quality, and pushing the boundaries of building industry standards to drive a more sustainable future.