

## **Auto Glass Technician Trainee**

Full Time

We are a Minnesota employee-owned company seeking the right individual to train to be an Auto Glass Technician. Our training program with quarterly reviews provides the opportunity for you to get to scale within 24-30 months.

We are part of an ESOP (Employee Stock Ownership Program), offer full benefits including health, dental, life and disability insurance, a 401k plan, a monthly bonus program and commuting privileges with service van. We are an employee-owned business where employees are not a number and we provide our technicians with state of the art auto glass specific tools and equipment.

### **Expectations/Responsibilities:**

- Installation of a variety of auto glass parts, flat glass cutting and installation, rock chip repair, and troubleshooting
- Drive up to 250 miles in a day (not including commute)
- Must be prepared to drive in all weather conditions safely
- Keep shop and service vehicle clean and well organized
- Notify the Manager of any required maintenance of our service vehicles
- Notify the Manager of any known maintenance needs of our facilities
- Call customers to inform them of arrival time, make arrangements for pre- inspection when possible, and notify them when running late
- Notify the Manager of any problems that arise with our customers
- Maintain good interpersonal skills with our customers
- Show respect to your fellow employees and work as a team with our Sales Representatives and our Customer Service Representatives to serve our customers
- Develop and maintain a working knowledge of AGRSS (Auto Glass Replacement Safety Standard) installation requirements and apply this standard to your installation practices
- Develop and maintain a working knowledge of ROLAGS (Repair of Laminated Auto Glass Standard) and apply this standard to your installation practices
- Maintain NGA certification
- Maintain certification with our adhesive manufacturer
- Notify the Manager of any defective materials
- Maintain a professional personal appearance
- Maintain Company supplied tools as well as your own tools
- Attend Company meetings and training seminars
- Assist the CSRs with a proactive approach to solve service issues