

Job Description

Carpet & Air Duct Cleaning Technician

Carpet, Upholstery, Air Duct Cleaning Technician
40 hours (Full Time)

We are seeking someone who can provide excellent customer service, and will get to work right away. We are a company that takes pride in quality, doing the job right the first time, and going above and beyond. If this sounds like something you can achieve, we want you! Join a company that is growing and being recognized as a leader in its industry.

Primary Responsibilities:

- Beginning of each job discuss the process with the customer and address customer concerns on all jobs
- After completion of job, walk the customer through the entire job and address the concerned areas are resolved
- Establish quality control on all jobs by re-inspecting job sites to ensure all equipment, product, and materials are picked up
- Follow cleaning protocols established within the Standard Operating Procedures and chemical guide
- Address and resolve any conflicts with customers and call backs
- Maintain communication with home office for:
 - Look into future calendar items for awareness of job needs
- Maintain inventory and properly stock, organize and clean trucks along with company equipment that pertains to your job, i.e.
 - Products
 - Equipment
 - Supplies
 - Trucks
- Ensure proper maintenance is being done on a daily, weekly, and monthly timeframe based upon maintenance chart for trucks
- Report any broken equipment to management for repairs
- Promote the company in a professional manner to all customers by:
 - Promoting our online review program
 - Liking Facebook Page
 - Referral program
- Promote a safe work environment through daily and weekly training with staff members
- Participate with the on-call schedule for restoration
- Other duties as assigned

Position Requirements or Preference:

- Ability to lift at least 75lbs
- High school diploma/GED
- Basic math skills
- Construction experience is preferred
- Have or the ability to gain IICRC certifications – Carpet Cleaning Technician, Upholstery and Fabric Cleaning Technician, and Odor Control Technician
- Ability to climb ladders, work at ceiling heights, work in tight spaces (e.g., crawls spaces, attics)
- Ability to sit/stand/walk for prolonged periods of time
- Ability to repetitively push/pull/lift/carry objects
- Ability to work with/around cleaning products/chemicals