



Title: Custom Installation-Assistant
Reports To: Installation Manager

Department: Installation
FSLA Status: Non-exempt

Job Summary

The Custom Installation Assistant is responsible for supporting the lead technician on all installations including whole home systems and custom theaters.

Duties and Responsibilities

- Continually learn and gain expertise in full line of products offered, as well as A/V installation techniques
- Follow all department daily routine policies and procedures including pre-install, during and after project completed
- Assist Custom Installation Lead with all aspects of installation; includes pulling inventory and accessories needed, providing tools to lead, lift or move product into place, and clean-up of job site
- Communicate on a regular basis with multiple departments including Sales and Warehouse to determine status on outstanding projects
- Communicate to client, when appropriate, all necessary changes or amendments regarding purchase and installation status on a timely basis
- Assist in resolving all client issues and communicate with management regarding actions taken
- Keep company vehicle clean and report any issues with operation or maintenance

Required Skills, Education and Experience

- High School Diploma or GED required
- Minimum of 1 year of experience, preferably related industry
- Experience using hand tools including hammer, pliers, wire cutters, drill
- Basic knowledge of audio/video products and installation
- Demonstrated passion for customer service
- Basic computer skills including MS Office, with ability to adapt to new software or internet-based programs
- Ability to problem solve and adapt to change
- Strong verbal and written communication skills
- Ability to work in a team environment
- Clear attention to details and ability to multi-task
- Strong work ethic and reliability
- Ability to maintain confidentiality
- Possesses a pleasant and professional demeanor



Work Environment and Physical Requirements:

- 95% External client location, 5% Warehouse
- May be exposed to dust, prolonged noise, airborne fumes or moving equipment
- Ability to sit, stand, or walk for extended periods of time
- Ability to bend, kneel, or squat
- Ability to reach arms and hands above head
- Ability to climb a ladder
- Regularly requires completion of repetitive tasks
- Regularly lifts objects over 50 pounds
- Requires adherence to a schedule

Starpower is an equal opportunity employer and will provide reasonable accommodations to perform the duties of this position.