

Appliance Service Technician

Kampen Appliance Service
Woodbridge, ON
Full-time
\$58,000 - \$70,000/ year

Kampen Appliance Service is seeking an Appliance Service Technician for their office located in Woodbridge, Ontario. Since 1968, Kampen has been a family-owned premium residential appliances business dedicated to customer service excellence with a focus on maintenance or repair to fridges, freezers, ranges, range hoods, microwaves, dishwashers, washers and dryers. They have the honour of being the “only” Premier Factory Certified Service Centres in the Greater Toronto and Hamilton Area (GTHA) servicing Sub Zero, Wolf, Sirius and Cove products. You can find more information about Kampen at www.kampenappliance.com.

The Appliance Service Technician is responsible for providing courteous and professional technical service to Kampen’s valued customers, diagnosing and repairing various premium household appliances while upholding the company’s high standards for customer service excellence.

Main Responsibilities:

- Diagnose and repair premium residential appliances in customer’s homes and in shop as necessary
- Organize and maintain a clean and safe work environment in customers homes, following safety rules, policies and procedures
- Trace electrical circuits, follow, diagrams and conduct tests to locate shorts and grounds
- Utilize shop equipment and specialized diagnostic and programming apparatus to repair, adjust and reprogram appliances, as needed
- Provide customers with information regarding the operation and care of appliances and respond to customer inquiries, ensuring customers fully understand the situation and are satisfied.
- Proactively promote other services and programs to customers
- Complete required written documentation for customers such as estimates (including recommendations on whether appliance repair or replacement is a better choice), invoices and purchase orders and collect payments
- Operate and maintain company vehicle along with managing the inventory of truck stock to ensure appropriate parts are available for services calls, possibly plan service routes
- Attend manufacturer training to keep up to date on new products
- Meet or exceed all Kampen’s “Customer Service Promise” performance standards.

Essential Requirements:

- Minimum of 3 years of related experience (appliance experience preferred but not necessary)
- Demonstrated technical expertise
- Excellent customer service skills
- Troubleshooting mindset
- Detail oriented, diligent and organized
- Ability to work independently and as a part of a team
- High school diploma
- Valid driver’s licence and basic knowledge of the GTHA
- Strong verbal and written communication skills

Assets:

- G2 gas license (or willingness to be trained)
- ODP (Ozone Depletion Prevention) Card

What Kampen Offers:

- Excellent compensation package
- Health and dental benefits
- Company van and tools for services calls (Schedule is Monday – Friday, 8:00am- 5:00 pm)
- Progressive and positive working environment
- Great working conditions in high end homes
- Career development- extensive training and support will be provided

We thank all candidates, however, only those to be interviewed will be contacted.

Kampen is committed to meeting the needs of all individuals in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require accommodations during the recruitment and selection process, please notify us and we will work with you to meet your needs.