

APPLIANCE TECHNICIAN

Title:	Appliance Technician
Status:	Full-time (40 hours per week)
Reports To:	Director, ReStore Operations

Company Profile:

Habitat for Humanity ReStores are home and building supply outlets that accept and resell new and gently used building materials. Habitat ReStores are socially conscious, as funds generated are used to fund local Habitat for Humanity Southern Alberta homebuilding projects. They are also environmentally conscious, as much of what is sold is new, gently used or customer returns that would otherwise end up in the landfill. With three retail outlets – two in Calgary and one in Medicine Hat – and an online store, Habitat ReStores are a large social enterprise. Last year, they contributed \$1.3M to Habitat for Humanity Southern Alberta and diverted more than 3,700 tons of products from local landfills. Learn more at habitatsouthernab.ca/restore.

Purpose:

The Appliance Technician is the liaison with their direct report for the overall operation of HFHSA ReStore's Appliance Repair Department. The daily functions of this department include timely turnaround on appliance repair, cost analysis on and purchasing of parts, thorough testing, pricing of appliances and oversight and training of apprentices. This position partners with their direct supervisor in terms of labour recruitment and performance management as well as sourcing donation and/or purchasing opportunities. This role is to be an ambassador for the organization and must represent Habitat for Humanity Southern Alberta in a professional manner.

Responsibilities:

Department Operations

- In conjunction with the Director, ReStore Operations, oversees all employees and volunteers, ensuring they have the knowledge and tools to perform their jobs in a safe and supportive environment.
- Diagnose and set a triage and repair schedule for incoming appliances.
- Access manufacturers' service manuals and bulletins and use specialized tools and testing devices to locate the issue(s).
- Repair appliances by disassembling, cleaning internal parts, replacing faulty or worn parts, reassembling and testing.
- Sources required parts and tools from third party vendors.
- Prepare work orders, complete reports for billing and maintain records for parts inventories.
- Maintains a clean and safe workspace.
- Ensures accuracy of reports and appliance tracking paperwork.

- Ensures the appliances repaired for resale are clean and in working order prior to moving them onto the sales floor.
- Using established pricing guidelines for used and scratch and dent products, sets prices for appliances destined for the sales floor.
- Completes any reporting for appliance apprentices or institutes as required.
- Maintains positive working relationships with employees, volunteers, donors, Habitat homeowners and the public.
- Responsible for effectively handling complex or difficult situations to a successful resolution.

Apprenticeship Program

- Oversees an apprentice technician program to support appliance repair revenue growth.
- Oversees and trains all apprentice appliance technicians appropriate to their level.
- Develops a system to allow apprentice technicians to attend school with staggered attendance to ensure proper staffing coverage for appliance repair program.
- Completes any reporting for appliance technicians or institutes as required.

Decision-Making

- This role must consult with the Director, ReStore Operations:
 - To authorize any financial transaction that is outside of budget or is unusual.
 - Prior to changing or adding any significant initiative or operational emphasis.
 - Employee leave of absence (Short-term/ Long-term).
- This role must inform the Director, ReStore Operations:
 - About any operational challenges or information, they might need to know.
 - About any concern with an employee, volunteer, donor, or customer.
 - Process or initiative opportunities or challenges.

Skills & Qualifications:

- A valid Journeyman Appliance Technician Ticket.
- A minimum of 4 years' appliance service experience.
- Exceptional interpersonal, motivational and communication skills.
- Capacity to solve problems and leverage resources in a dynamic environment.
- Ability to effectively teach and develop others, in terms of apprentices and volunteers.
- Competent organization and prioritization capability in a fast and unpredictable environment.
- Experience with computer applications, including Word, Excel, Outlook, and Teams.
- Must have a vehicle and a minimum Class 5 license.
- Some travel will be required within the geographical boundaries of Southern Alberta.
- WHMIS certification.



Physical Requirements

- Ability to lift 50 pounds.
- Ability to spend most of the day standing or moving about store.
- Operate basic warehouse equipment, including pallet jacks, hand trucks and dollies.
- Must be able to pass a physical assessment.

Application Deadline: February 17, 2025

Please apply to: jobs@habitatsouthernab.ca

Habitat for Humanity Southern Alberta is an equal opportunity employer. We thank all applicants for your interest in this position. Please note that only those candidates selected for an interview will be contacted.