

Field Technician Calgary, Alberta

COMPANY OVERVIEW

Founded in 1989, VOXCOM is one of Canada's fastest growing and best-known national providers of security alarm services and emergency response systems, monitoring over 120,000 residential and commercial customers. VOXCOM has branch offices in major centers and over 100 Authorized Dealers coast to coast. VOXCOM is an innovative service oriented company dedicated to the safety and protection of its customers and the development and success of its employees.

THE ROLE

Install and service wireless electronic security systems. Support all VOXCOM customers by providing courteous and professional service during on call and site visits. Build and maintain long-term relationships with each client by setting, and demonstrating the standards of excellence required to make every installation and service opportunity an exceptional customer experience. Provide additional on-site customer-centric security solutions.

JOB FUNCTIONS

- Perform all service technician functions on a daily basis as scheduled by Customer Service Representatives and Service Coordinators.
- Install and or Service alarm systems, closed circuit television and card access systems in commercial and residential environments.
- Assist sales department with system applications as required.
- Complete all necessary documentation after completion of installations, service and inspections and obtains the customers signature of acceptance.
- Work in unison with all departments to ensure proper technical and customer related data is updated in a timely fashion.
- Work with team members to improve process of services and communications to consistently increase profitability while maintaining and / or improving client satisfaction.
- Maintain VOXCOM's high standard of image with our customers through proper care and consideration in maintaining company-supplied vehicle, tools, stock and uniform. Accountable for vehicle inventory.
- Undertake special projects or assignments as customer requirements (Business and Residential) may dictate as directed by Management.
- Perform "Life Safety" Evaluations on all service visits.
- Inform customers of new security solutions available from VOXCOM.
- Utilize "The Science of Customer Service Training" to maximize each service opportunity to provide Life Safety tips to our customers, sell value added services and post install add-on devices.
- Actively participate in the corporate training initiative with the standard of 4 hours per month.
- Ensure that the quality of our product and services conform to the vision of VOXCOM and that VOXCOM is positioned to make forward plans. Emulate and reflect the vision of VOXCOM and its ongoing commitment to provide a knowledge-based learning environment.
- Develop specific goals and plans to prioritize, organize, document and accomplish your work in order to meet expected deadlines.
- Attend and actively participate in team meetings and provide constructive solutions to business needs.
- Perform other responsibilities as required as directed by the Service Manager.

CANDIDATE PROFILE

- Completion of high school diploma or GED. Completion of post-secondary education/certification in Electronics or related discipline is an asset.
- Any equivalent combination of education and experience that provides the required knowledge, skills and abilities may be considered.

- Knowledge of principles and processes for providing customer service. This includes assessment, meeting quality standards for services and evaluation of satisfaction.
- Acquire and maintain knowledge of security products, product offerings and support policies in order to provide technically accurate solutions to customers.
- Keep current a strong technical ability with complete understanding of electronic circuitry, basic electricity, building construction and cabling, blueprints and schematic drawings.

WHY WORK AT VOXCOM

1. Work with a **Great Team!**
2. **Stimulating** and **Innovative** work environment
3. Business model **respects personal lifestyle**
4. **Innovative & Creative** Perks
5. An **Exciting** and **Diverse** Workplace
6. **Career Paths** from Coast to Coast
7. Exciting **Training Opportunities**
8. Work Life **Balance**
9. Competitive **Compensation**
10. Comprehensive **Benefit Package**

PLEASE SUBMIT APPLICATION TO

careers@voxcom.com or visit our website at www.voxcom.com/careers