COLORADO POOL+SPA SCAPES
EMPLOYEE OWNED

5308 County Road 154 Glenwood Springs, CO 81601 | 970.945.8775
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Job Title: Apprentice Service Technician
Department: Service
Employment classification: Full-time position, non-exempt
Schedule: M-F, between 8:00am-5:00pm
Location: Roaring Fork and Vail Valley
Pay Range: $20-25/hr - Journeyman and Advanced Service Technicians have higher compensation ranges depending on experience and skill

Job Summary:

Employees perform cleaning and general maintenance of pools and spas. Reports to scheduled accounts daily to tend to client's spa needs. Reports service completed and any concerns in digital service logs aligned with the account. Enrich customers' lives by providing a quality customer-driven service experience with each visit.

General Qualifications:

1. Valid Colorado Driver's License and clean driving record to enable commercial insurance coverage
2. Enjoy working with your hands
3. Customer-focused
4. Strong communication and time management skills
5. Problem solving and basic math abilities

Physical Requirements:

1. Must be able to lift and carry 50 pounds.
2. Must be able to navigate uneven, rocky, mountainous terrain and stairs.
3. Must be able to bend and stoop to access equipment hatches.
4. Must be able to navigate through very deep snow that requires snowshoes.
5. Must be able to shovel heavy snow for 15 minutes or longer.
6. Must be able to climb ladders and step stools.
7. Must be able to use equipment and power tools properly and safely.

General Self-Contained Spa Maintenance:

1. Tend to general self-contained spa appearance by scrubbing debris in and around the spa/pool area and utilizing the net to ensure presentable spa
2. Check water balance using Taylor Test Kit to get accurate readings on chemicals
3. Check sanitizer levels and adjust, if needed
4. Determine proper water balance and sanitizer adjustments by properly measuring dosage of chemicals and tending to water level
5. Check spa controls and equipment for leaks, noises, or other concerns
6. Spray off filter/backwash sand filter to ensure accurate functioning
7. Discuss and sell necessary chemicals to customers to ensure spas longevity
8. Provide outstanding customer service to clients and ensure any specific requests or problems are solved
9. Complete service orders as scheduled and efficiently

Spa Knowledge:

1. Understand and execute spa life support
2. Understands different model levels of Sundance and Jacuzzi
3. Continually grow knowledge by completing courses and seminars

Administrative:

1. Complete service orders as scheduled and efficiently
2. Contact the service coordinator or service manager if additional work orders are needed to complete your daily hours
3. Utilize ADP, EVOSUS, and Company Cam to document work
4. Ensure the inventory required is available and maintain truck inventory daily

Vehicle Maintenance:

1. Keep vehicle organized, neat and clean always
2. Schedule required vehicle maintenance, such as oil changes, as required by fleet safety manual for optimal performance and complete vehicle report as needed

3. Report any accidents or damage to truck immediately with integrity, including dents or small scratches using the accident report in the service truck glove compartment or a vehicle report as applicable

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Follow all policies and procedures of Colorado Poolscapes, Inc.

- located in the employee manual/handbook

Supervision Received:

- Works under service manager and coordinator
- Works with route personnel and other technicians, as needed, in resolving problems

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Team Collaboration:

- Service Coordinator - daily
- Service Manager-weekly
- Operations Manager – as needed
- Human Resources – as needed
- Customer - as requested by customer or service manager

Training and Development:

1. General education: high school diploma or GED.
2. Tier 1, 2 and 3 structured training
3. Certified Pool Operator certification in tier 2
4. Water Testing and Balancing Instruction
5. Water Chemical Safety training
6. Vessel Cleaning and Stain abatement training
7. Supervisor must certify applicant is qualified to perform general maintenance duties

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Core Focus:

Enriching Lives – We believe that we enrich our employees, owners, clients, and vendors by using our core values and believing we do the right thing

Core Values:

Quality (Workmanship/Efficiency/Present Ideas and Solutions)
Does Right Thing (Honesty/Integrity)
Customer Driven (Customer Service, Communication)
Team Player (Works well with others, positive attitude)
Initiative (Self-motivated, innovative)
Dedicated (Hardworking/Engaged)