COLORADO POOL+SPA SCAPES
EMPLOYEE OWNED

5308 County Road 154 Glenwood Springs, CO 81601 | 970.945.8775
910 Nottingham Road N12 PO Box 8944 Avon, CO 81620 | 970.476.7005

Job Title: Repair Apprentice
Department: Repair
Employment classification: Full-time position, non-exempt
Schedule: M-F, between 8:00am-5:00pm, flexible scheduling available after 90 days
Location: Roaring Fork and Vail Valley
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Pay Range: $25-$35/hr - depending on skills and experience

Job Summary

Employees perform installation and repair of pool and spa equipment. Performs general maintenance on pools and spas as needed. Reports repairs 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. General education: high school diploma or GED
2. Valid Colorado Driver's License and clean driving record to enable commercial insurance coverage
3. Enjoy working with your hands
4. Strong communication skills
5. Proficient in phone technology and basics of Evosus

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

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Administrative:

1. Daily work orders will be scheduled by repair coordinator each morning
2. Utilize smartphone to communicate with repair coordinator and manager to include the following programs ADP, Evosus, CompanyCam, and email
3. Maintain and stock inventory of chemicals, supplies, and tools in repair truck
4. Complete parts requisition notes for any part/material/tool that leaves the warehouse to aid in inventory tracking
5. Send all receipts/invoices to repair coordinator to ensure proper documentation

Spa Repair Skills:

1. Complete spa start-ups as manual directs and check proper running two days after start-up
2. Shutdown (winterize) spas as manual directs and ensure the spa/pool cover is properly fastened for accurate care
3. Provide basic troubleshooting for portable spas and identify leaks if applicable
4. Replace shaft seals, minor plumbing repairs, and identify spa light replacement depending on account needs
5. Complete accurate documentation of work order at the end of each repair call
6. Provide proper maintenance by draining, cleaning, and utilizing proper chemical analysis on each call

Pool Repair Skills:

1. Complete pool start-ups as manual directs and check proper running two days after start-up
2. Shutdown (winterize) pools as manual directs and ensure the spa/pool cover is properly fastened for accurate care
3. Provide basic troubleshooting for inground pool mechanical rooms and identify leaks if applicable
4. Replace motors and identify the need for pool light replacements if necessary

Customer Service:

1. Contact owner/caretaker/renter before they start service calls and at the end of service calls and utilize door hangers as needed to provide excellent customer service
2. Call the repair coordinator and manager after all service calls with job status and next steps to streamline processes
3. Properly document all service and communication in the notes
4. Provide quality repair work to all accounts and clients

Follow all policies and procedures of Colorado Pool + Spa Scapes

- Located in the employee manual/handbook

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Supervision Received:

- Report directly to & supervised by repair manager and repair coordinator
- Works with all managers, as needed, in resolving problems

Team Collaboration:

- Repair Manager – daily
- Repair Coordinator – daily
- Customer – daily or as requested by manager
- Human Resources – as needed

Training and Development:

1. Tier 1, 2 and 3 structured training
2. Certified Pool Operator certification
3. Certified Service Technician Certification
4. Certified Pool & Spa Inspector
5. Pentair and additional training

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)