



Window & Door Service Technician

Golden State Lumber is a family-owned company that has been in business since 1954. It is a company that recognizes that people are its most valuable resource and is looking for someone who will fit into the culture and strive to achieve the company's goals. Golden State Lumber has been voted among the Best Places to Work in the San Francisco Times for multiple years. Be a part of our team that is passionately driven, flexible and genuinely curious.

We are looking for a full-time Window and Door Service Technician to join our Richmond location at 3655 Collins Ave., Richmond, CA 94806.

***This position is a field position, daily travel required.**

Pay Range: \$30.00 - \$35.00 hour/ including additional bonus opportunities

Responsibilities/Job Description:

- Inspect, diagnose, and troubleshoot operational issues involving windows and doors, including hardware, glazing, alignment, weather sealing, and structural components.
- Perform repairs, part replacements, adjustments, and minor corrective installations.
- Evaluate and document warranty claims in accordance with manufacturer and company policies.
- Accurately document service findings, labor time, parts used, and warranty determinations.
- Communicate clearly and professionally with customers regarding service outcomes, warranty coverage, and next steps
- Maintain assigned service vehicle, tools, equipment, and parts inventory.
- Adhere to safety procedures and OSHA guidelines.
- Coordinate with internal teams regarding parts orders, scheduling, and claim documentation.
- Perform other duties as assigned consistent with the role.

Experience:

- Strong mechanical aptitude and troubleshooting capability.
- Working knowledge of window and door systems, components, and installation methods.
- Ability to interpret manufacturer specifications and warranty criteria.
- Ability to exercise sound judgment when evaluating service and warranty eligibility.
- Strong customer communication skills.
- Ability to work independently and manage daily workload.

Minimum Qualifications

- 3+ years of experience in window/door installation, service, finish carpentry, glazing, or related trade.
- Valid driver's license with insurable driving record.
- Ability to operate hand and power tools safely.
- Moderate proficiency using mobile devices or tablets for documentation.

Physical Requirements (Essential to Position)

- Lift and carry up to 75 pounds.
- Frequent standing, bending, kneeling, crouching, and climbing.
- Ability to work at heights using ladders.
- Ability to work in indoor and outdoor environments, including exposure to weather conditions.
- Manual dexterity is sufficient to operate tools and equipment.

What makes our Company a great place to work?

- Team atmosphere
- Casual work setting
- Dedicated long term employees
- Established business environment

We have a great company culture and we value our employees and customers above all else. Compensation commensurate with experience. The company offers a generous benefits package for full-time non-union employees including:

- Medical Benefits
- Dental Benefits
- Matched 401k
- Matched 529 plan
- Student Loan Program
- Employee Assistance Program
- Paid Time Off
- Paid Holidays
- Paid Time Off to participate in a Volunteer Program
- Profit Sharing Bonus
- Employee sponsored tobacco cessation program
- Bonus and Commission plans based on position

Join our Golden State family, and your first month of your Medical and Dental benefits are on us!

Medical and Dental are effective the first of the month following your date of hire. Your cost for medical and dental benefits are based on the type of coverage you have as well as your payment tier. Golden State will cover the full cost for the first month of your medical and dental benefits. After the first month, your medical and dental premium contributions will be deducted out of your paycheck.

Golden State collects information covered by the California Consumer Privacy Act. Details located at <https://www.goldenstatelumber.com/privacy-notice-for-california-residents/>

#goldenstatelumber

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