

# INSTALLER

## POSITION PURPOSE

Flooring Xtra installers work in the field as a key extension of our sales and store teams.

Our installers provide a quality professional installation service that consistently meets or exceeds Flooring Xtra's standards of excellence and our customer's expectations.

Our installers are directly responsible for enhancing our customer relationship throughout the installation process

## KEY RESPONSIBILITIES – Delivery of 'A Fabulous Flooring Experience'

- To inspect and as required repair existing substrates prior to installing flooring
- As required remove furniture, uplift and dispose of existing flooring, underlay and smooth edge
- Install all flooring products in accordance to both industry and manufacturers standards
- Clean up prior to leaving clients homes including vacuuming carpet and removing all rubbish and tools
- To have and adhere to a current OH&S policy
- Report any concerns, accidents or damage to property must be reported immediately to the appropriate people within Flooring Xtra
- Must provide an excellent level of service throughout the installation process in presentation, conduct and respect for our customers and their homes

## COMPETENCIES

1. Engage professionally and politely with our customers during the installation process
2. Be organised
3. Reinforce the customer trust in dealing with Flooring Xtra
4. Work to high standards – both presentation and standard of installation
5. Diligent and efficient
6. Proactive and able to make good decisions when installation issues occur on site