

- Travels via company owned vehicle to customer's home or office to provide solutions.	15%
- Accurately and promptly completes all necessary work order and sales forms	5%
- Communicates with Administrative Routers/Dispatchers *Advises Dispatcher(s) of arrivals, departures and changes to schedule via Mobile Phone. *Receives directions and updates to schedule. *Calls customers to verify and arrange routes	5%
Training & Education - Actively facilitates the training of other Product Specialists, Technicians and Managers. - Participates in developmental training and certifications - Independent marketing efforts to drive service and sales awareness	5%

D. Position Impact (optional based on job duties):

1)	
2)	

E. Supervisory/Functional Management Requirements - Check only one category below

- None** Does not provide work direction or supervision to others.
- Lead/Supervisor** Provides work direction, leadership, and training to a number of employees.
 - Directly supervises (# of) employees.
 - Indirectly supervises (# of) employees.
 - Supervises an area including:
- Manages a function without direct supervision of people (may have budget responsibility):**
- Manages one group (supervises people & has budget responsibility):**
- Manages more than one group (supervises other managers & has budget responsibility):**

F. Education and Experience

EDUCATION:	Required	Preferred;	Major / course of study	Years of experience
HS Diploma/Equivalent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General	+
Associate Degree (2 yr)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Technical	+
Bachelors Degree (4 yr)	<input type="checkbox"/>	<input type="checkbox"/>		+
Advanced Degree	<input type="checkbox"/>	<input type="checkbox"/>		+

EXPERIENCE:

Mo/Yrs	Describe
1-3 years	Job related experience in positions with in-home customer contact.
1 year	Best Buy In-store Technician experience preferred

G. Special licenses, other education, certification or professional association memberships:

Incumbent must fully understand and completely perform responsibilities of in-home service technicians. Must have appropriate certifications and/or licenses dependent on state law.

A+ Certification and MCSE Certification Desired

H. OPTIONAL: This page can be used to add any job-related details, competencies, technical skills or other information needed by the business area.