CAREER OPPORTUNITY

**Anything else is a compromise**

For over 110 years Miele, the world’s largest family owned and operated appliance company, has been producing lifestyle enhancing products that lead the industry in terms of quality, durability and design. Since 1985, a select team of professionals have been carefully building consumer demand for Miele products here in the United States, ensuring that the well-earned, premium position of the brand is respected and perpetuated by delivering superior service. Today, we are looking to expand our appliance service and installation team. If you want to be a part of a dynamic and growing brand, and possess superior technical and customer service skills, we invite you to take a closer look at this exciting career opportunity.

**INSTALLATION SUPERVISOR**

**Summary**

Responsible for the daily activities, scheduling and quality control of Miele In-Home Installation Specialists in support of the delivery and installation of Miele appliances within an assigned territory. Closely monitor and mentor Installers to improve their performance on a continuing basis.

**Responsibilities**

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| --- | --- |
| * Supervise the Miele Installation Specialists day-to-day appliance delivery and installations
* Ensure delivery and installations are completed according to schedule with optimal customer service
* Report group performance and unresolved issue to the Regional Installation Manager on a daily basis
* Support customer relationships, ensure safety, service and quality measures are met
 | * Schedule time off for team members while always maintaining adequate coverage
* Responsible for providing on the job training to new employees after they have completed formal training
* Make deliveries, assist with deliveries, and move equipment as needed
* Other duties as deemed necessary
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**Qualifications**

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| --- | --- |
| * Minimum 1 year supervisory experience
* Appliance installation and delivery experience
* Familiar with the local geographical area
* Good computer skills with knowledge of Microsoft Office (Excel)
* Must be a self-motivated, customer oriented person with good communication skills
 | * Knowledge of, and adherence to, Miele’s core principles and mission statement
* Ability to multi-task
* Ability to work professionally with colleagues and be a team player
* Ability to articulate ideas/issues to direct manager
* Ability to manage difficult customers
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**Requirements**

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| --- | --- |
| * 75% daily local travel required
* High school diploma required, technical school or Associates degree preferred
* 2 years related experience
* Understanding of basic plumbing and electrical skills
* Ability to read, write and comprehend instructions, correspondence, and memos
 | * Ability to read and interpret documents such as safety rules, schematics, operation and maintenance manuals
* Physical ability and dexterity to regularly climb, stoop, kneel and/or crouch and to frequently lift and/or movement of products that weigh in excess of 100 pounds
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**Requirements**

***continued…***

|  |  |
| --- | --- |
| * Ability to apply concepts of basic math, algebra and geometry
* A working knowledge of computer software
 | * Excellent customer service, telephone, communication and organizational skills
* Successful pre-employment drug test result
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Provisions by Miele include the following:

* Installation Supervisor’s are equipped with Company service vehicle, gasoline/maintenance card, uniform, tools, notebook computer and mobile telephone.
* Extensive product and Miele service training conducted by factory-trained team members.
* A valuable benefits package including, but not limited to, medical, dental, vision and life insurances as well as company matching 401K retirement savings account. An Employee Summary of Benefits is available upon request through Miele’s Human Resources.

**To apply please email your resume to Kimberly Fleming at** kfleming@mieleusa.com

**You can view all of our positing at our careers site** <https://www.mieleusa.com/m/index-k.htm>

**MORE ABOUT MIELE**

**There are only a few brands in the world that have sustained their vision, traditions and high-quality standard for more than a century. Fewer still that can claim consistent family ownership and international brand name integrity. And only one that is recognized for creating the world’s most innovative appliances. Founded in Germany in 1899 with a single promise of Immer Besser, a phrase meaning Forever Better, Miele has dynamically grown to become the world’s largest family-owned and operated appliance company with over 16,600 employees, 12 production facilities, representation in nearly 100 countries and annual turnover of €2.83bn, approximately USD$3.62bn (2009/10).**

**As a premium appliance brand represented on all continents, Miele is steadfastly committed to the highest quality, performance and environmental standards. The company’s innovative heritage, state-of-the-art design and engineering aesthetic have inspired comparison to other powerhouse German brands synonymous with innovation: Mercedes-Benz and BMW.**

**Miele’s range of exceptional consumer appliances includes: vacuum cleaners; laundry systems; rotary irons; dishwashers; built-in convection, speed and steam ovens; cooktops; ventilation hoods; refrigeration; wine storage and coffee systems. Additionally, Miele Professional (the commercial product division) offers dishwashers, washing machines, tumble dryers and rotary irons for commercial use as well as washer-disinfectors for medical, dental and laboratory applications.**

**To research further, we invite you to visit mieleusa.com for complete and detailed product information or miele-sustainability.com for our public communication regarding Miele’s commitment to our environment and its employees.**