

Company Profile

Upside Innovations is a manufacturer of aluminum ramps, steps, canopies, OSHA steps, covered walkways and custom access products primarily sold into the modular building industry. A majority of our products provide accessibility for individuals with disabilities. Upside was formed in 2009 and we have been growing rapidly since our start. We are currently manufacturing in our fifth location which is located in West Chester, OH. Given that we are a small and rapidly growing company, we have a flat organization structure, work as a team, openly share knowledge, and always meet our commitments to each other internally and our commitments to our clients.

We have an energetic team who takes pride in winning and has fun while doing it. Everyone at Upside has the opportunity to contribute their full potential to the success of the company. Our success has come from our unwavering dedication to customer service, safety, superior product design, and industry leading product quality.

For further information about the company, please go to <http://upsideinnovations.com>

Installation Technician

We are looking for candidates with an aptitude for construction and assembly of metal products and who enjoy frequent travel within the US. We manufacture our products in Westchester, Ohio and prepare “kits” ready for shipping to our client’s sites for assembly and installation. This position requires individuals who can work independently, are physically able to work a demanding job with heavy lifting of up to 200 pounds between two installers for the largest parts. Must be able to read technical drawings and turn them into fully assembled and installed product at our customer sites that include businesses of all types, schools, and occasionally government sites.

We work with Aluminum at Upside and familiarity with Aluminum fabrication and assembly is a plus. Our Installation Technicians can proceed from entry level through several higher levels of skill and pay. Entry Installers assist more experienced lead installers who are responsible for the complete project. The lead installers are also responsible for training new hires while on the job,

maintaining safety as the highest priority and working with client staff directly on-site.

A great installer is reliable and able to work with attention to detail and meet all safety standards. In addition to on the job training and mentoring, we have other training opportunities including 5-S and a variety of Lean techniques that are offered periodically. Being a team player is essential since all our work at Upside will require close collaboration with co-workers.

The goal of your work will be to ensure that production and installation procedures will be carried out efficiently and accurately for our customers. At the same time, the goal is for you to learn new skills and advance in your career.

Responsibilities and Requirements

- Meet customer needs through analyzing work orders, ensure truck is packed and loaded with all parts needed, plan equipment and tools needed prior to travel, plan daily travel schedule and resolve problems on-site as they arise
- Unpack and install finished products at customer sites to full completion and meeting all specifications
- Maintain rapport with customers by anticipating problems before they happen and resolving problems that are unanticipated. Identify solutions on site to complete projects on time and to complete customer satisfaction
- Drive truck to customer sites and operate vehicle in safe and responsible manner
- Document service and installation actions by completing forms, reports, logs, and maintaining records
- If in a lead role on a project, train co-workers and ensure safety at all time
- Accomplish all installations meeting full client standards and expectations

Skills and Qualifications:

- Experience troubleshooting installation problems
- Ability to communicate well with all customers and maintain a positive working relationship
- Have a record of high quality in all your work
- Ability to read and interpret technical drawings

- Have an excellent record of being safe. Have all driver certifications needed to drive a truck across State lines and have an excellent driving record.
- Have the flexibility to be on the road for extended periods (from a day and up to 2 weeks)

Education

- High school diploma or equivalent; technical or skilled trade degree is a plus

Hours and Pay

- Our shop and warehouse operates on a one shift daytime schedule with a flexible start between 5:00 am and 6:00am with the shift ending at 3:30pm. Installers work in the shop or warehouse when in between installation projects.
- For Installers while on a client installation job, hours are dependent upon the project. Installers often work substantial overtime and can earn significantly higher total pay. Meals and hotels are paid by the company and all hours driving are considered working hours
- We offer a starting hourly rate of \$14 for unskilled applicants and \$15 or more for skilled applicants depending on level of experience and expertise
- We offer an excellent benefits package including healthcare to all full-time employees

Upside Innovations is an EEO/AA Employer