

Installation Trainer

POSITION SUMMARY

Support USA's Franchise locations and their installation crews by delivering ongoing training and support to Owners and Installation technicians as it relates to the insulation of residential homes.

KEY ACCOUNTABILITIES

- Support Lead Trainer with delivery of classroom and virtual training sessions.
- Support Lead Trainer in the development of field, classroom, and shop training programs.
- Assesses the impact of training programs by measuring franchise and employee understanding of the subject matter.
- Respond to calls and requests for technical support to assist with troubleshooting problems that arise because of manufacturing USA Premium injection foam, insulation installs, attic insulation, SPF, products, and equipment.
- Observe and reinforce field operations to ensure procedures and installation processes are being done efficiently and correctly on live install jobs.
- Provide shop assessments to make sure franchise owners are properly set up for success.
- Assist with truck and equipment builds to gain instructor level working knowledge of the USA Premium injection foam delivery system.
- Assist Lead Trainer and training department with additional projects and tasks as requested.

These essential duties will support ADA guidelines for special accommodations.

PROFESSIONAL QUALIFICATIONS AND REQUIREMENTS

- Willingness to travel to Franchise locations both in and out of state.
- High School Diploma (or GED or High School Equivalence Certificate), Associates Degree preferred
- 4 years of job-related experience including construction related work preferred.
- Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Customer Service and Communication - Providing all Franchise Owners and their staff with excellent service and appropriate product, equipment, and installation knowledge.
- Being comfortable teaching others how to effectively lead on the job, manage, and install.
- Ability to deliver effective training in the classroom, shop, and field (on the job).
- Proficient with Microsoft Outlook, Word, and PowerPoint

PHYSICAL REQUIREMENTS

- Able to lift and move up to 80 lbs.
- Work under variable conditions per assignment, including work in extreme cold and extreme heat
- Stand, sit, touch, reach, walk, stoop, kneel, crouch, climb, or crawl
- Operate computer and keyboard; ability to train others; communicate using speech, hearing and vision skills.

WORK ENVIRONMENT

- Internal and/or external environments
- Office

ABOUT USA INSULATION

Are you looking for an exciting opportunity to work at a company that values and respects you and provides the training and tools you need to deliver excellent service to your customers? If these beliefs ring true to you, we invite you to read on.

What do we do? We are a trusted residential and commercial insulation service, manufacturing our own proprietary lightweight insulation solution. We are proud to serve the thousands of loyal customers who have come to trust us to deliver swift service and exceptional products and techniques. Our mantra is that a comfortable home is a well-insulated home!

What are our roots? It all started in 1985 when the founder of USA Insulation expanded his Cleveland-based operations into a successful franchise. Since that time, USA Insulation has grown to more than 50 locations across the U.S. In December of 2020, USA Insulation was acquired by The Riverside Company (a private equity sponsor) and Threshold Brands LLC, joining other top brand names such as MaidPro, FlyFoe, Men in Kilts, Pestmaster, Plumbing and Heating Paramedics and Sir Grout. Our strategy is to keep adding great-performing brands to our portfolio within the home services space. We have continued positive growth since the acquisition, and we know our potential is limitless. USA Insulation maintains its corporate office in Cleveland, Ohio. Threshold Brands is headquartered in Boston, Massachusetts, but really, we're all over the map, with more than 400 franchise locations across North America.

USA INSULATION COMPANY CULTURE

Who are we? We are a collection of entrepreneurs, out-of-the-box thinkers, and hospitality-minded innovators. We thrive in a fast-paced, high-energy environment and we are steadfastly committed to adding value to everything we do. USA Insulation provides a service that every home across America needs. Our team is committed to achieving our goals and providing a great place to work.

Who do we want on our team? We look for people who are natural learners, passionate about their careers, and love to help businesses grow.

Why work here? We provide a fun place to work where people are nice, learning is continuous, individuality is respected, and your cutting-edge ideas are welcomed. At the same time, we're straight shooters. We support each other but we also challenge each other. Working here is not for the walking dead or retired-on-duty. You will be challenged every day, but it will be the best darn job you ever had!

BENEFITS

Competitive employee-focused benefits include:

- Medical, and dental benefits
- Life and disability benefits
- PTO
- 401k
- Employee Assistance Plan
- Clear pathways for career advancement
- Collaborative, fun company environment and culture
- A work environment following all state guidelines for COVID-19 safety