

NOTICE OF JOB OPENING

The following company(s) has job openings and wishes to interview applicants that may be WOTC/Welfare to Work eligible. Please refer applicants, **directly** to the prospective employer as requested below in the Application Process section. All qualified applicants are welcome to apply. When applying for any position listed, please let the employer know you received their job notice information through the MAXOutreach™ program.

If you have received this fax in error, please contact the MAXOutreach™ Coordinator at 800-274-8582 Ext. 185 or by email at outreachcoordinator@maximus.com.

PLEASE NOTE: JOB DESCRIPTIONS FOR ALL POSITIONS AVAILABLE ARE LISTED AT THE END OF THIS DOCUMENT

Company: HOME SERVICES PRODUCT SERVICES

Account Code: SRS0008162

Job Location: 8301 FLYING CLOUD DR

City: EDEN PRAIRIE

State: MN

Zip: 55344

Contact Person: JOE PISESKI

Phone: (847) 286-2500

Ext:

Fax:

Application Site: Same as above

Application Process: Call for Appointment

POSITION TITLE: Television/Home Appliance/Small Engine Repair Tech (Williston, ND)

Full Time: No

Regular: No

No. of Openings: 1

Part Time: No

Benefits: No

Hours/Week:

Weekends: No

Shift Work:

Compensation/Wage:

(Minimum one weekend day per week)

POSITION DESCRIPTION: Television/Home Appliance/Small Engine Repair Tech (Williston, ND)

Details: Sears, Roebuck and Co., a member of the Sears Holdings Corporation (NASDAQ: SHLD) family of companies, is a leading broadline retailer providing merchandise and related services. Sears, Roebuck offers its wide range of home merchandise, apparel and automotive products and services through more than 2,300 Sears-branded and affiliated stores in the United States and Canada, which includes approximately 929 full-line and approximately 1,200 specialty stores in the U.S. Sears, Roebuck also offers a variety of merchandise and services through sears.com, landsend.com, and specialty catalogs. Sears, Roebuck offers consumers leading proprietary brands including Kenmore, Craftsman, DieHard and Lands' End -- among the most trusted and preferred brands in the U.S. Sears, Roebuck is the 2010 ENERGY STAR® Retail Partner of the Year. The company is the nation's largest provider of home services, with more than 12 million service calls made annually. This position is responsible for the repair of products in the customer's home. Products repaired include Televisions, Audio, Video, and a variety of other home electronics products, home appliances and small engine repair (riding mower, tillers, snow blowers, etc.)

This position provides timely and quality repairs of customers' products while maintaining high customer service. Additionally, technicians promote and sell additional products and services that directly impact the profitability of the company. We provide a service van, specialized tools, uniforms, laptop computer, cell telephone, and periodic training.

Sign-On Bonus of up to \$1500 for experienced techs! To provide the proper customer focus, the In-Home Service Technician must:

- Work as a dedicated team member to ensure fast, flexible and expert service to every customer
- Demonstrate a sense of urgency to meet customer time commitments
- Successfully complete all Technician II training elements within required timeframes
- Meet key performance metrics and/or productivity goals as defined by the business
- Provide knowledgeable and courteous repair service
- Continuously look for methods to improve business performance and enhance the customer experience
- Follow the Value Added Services Process (i.e., selling extended warranties, water filters, etc.) by effectively communicating the benefits to the customer
- Provide direction to a Technical Helper, as applicable
- Ability to receive truck stock at home if the company vehicle is retained at the technician's place of residence or other designated location.
- Mentor other technicians, as applicable
- Maintain truck stock inventory within the prescribed company guidelines and standards
- Follow the truck maintenance schedule and keep a clean, organized truck
- Adhere to all company policies and procedures

•Perform miscellaneous duties as assigned

A comprehensive and competitive benefit program is designed to meet the needs of our associates and their families. Benefits eligibility depends on employment classification, location, and other variables. Benefits offered include:

- Medical and Dental Plans
- Health Care and Dependent Daycare Flexible Spending Accounts
- Short and Long-Term Disability
- Company Paid and Optional Life Insurance
- Business Travel Insurance
- Merchandise Discount
- Adoption Assistance
- Kmart Advantage Rx
- ConSern Loans for Education
- Worklife Solutions
- Voluntary Benefits
- Commuter Benefits
- Sears Holdings Corporation Associate Stock Purchase Plan
- 401(k) Savings Plan
- Vacation Time with Personal Days
- National Holidays

An Equal Employment Opportunity and Affirmative Action Employer.

