



About Cold Creek

Our mission is to help create beautiful spaces that invite peace, refuge, and connection. Our core values support and reflect the spirit of that mission: We always have a can-do attitude, especially when the way forward is not clear. We look out for each other. We step up to help when we see one of our own in need. We help our customers succeed. Finally, we own our outcomes. No excuses. As a team, we call upon each other to live up to these values every day and in everything we do.

Purpose of Position

To be responsible for the installation, commissioning, and warranty service of our plant products at customer sites. You will work closely with customers to ensure proper installation, troubleshoot issues, and provide warranty support as needed. This role requires technical expertise, strong customer service skills, and the ability to work independently and as part of a team.

Job Duties & Responsibilities

- Travel to customer sites to install plants/products according to manufacturer guidelines and customer specifications.
- Collaborate with project managers, lot team, and administrative personnel to coordinate installation schedules and logistics.
- Conduct equipment/ tool inspections, to ensure proper functionality and compliance with quality standards.
- Provide warranty service for plant material, including troubleshooting diseases, pests, and irrigation issues.
- Document service activities, including material usage, labor hours, and customer communications, in accordance with company procedures.
- Serve as the primary point of contact for customers regarding installation, warranty service, and technical support inquiries.
- Communicate effectively with customers to understand their needs, address concerns, and provide timely solutions.
- Provide training and guidance to customers on equipment operation, maintenance, and troubleshooting procedures.
- Ensure that all installations and warranty service activities are performed in compliance with company standards, industry regulations, and customer requirements.
- Conduct quality inspections and follow-up visits to assess plant performance and customer satisfaction.
- Identify opportunities for product improvement or service enhancement based on customer feedback and field observations.

Qualifications

- High school diploma or equivalent; technical certification or vocational training in irrigation, mechanical, or related field preferred
- Proven experience in plant installation, lawn maintenance, or field service, preferably in a landscape or landscape design setting

- Strong troubleshooting skills with the ability to diagnose and resolve complex technical issues.
- Excellent communication and people skills with a customer-focused approach
- Ability to work independently with minimal supervision and effectively manage time and priorities.
- A willingness to travel to customer sites and work flexible hours as needed.

Working Conditions and Physical Requirements

- Position sometimes requires working weekends and evenings as needed. Also required to work outdoors in extreme weather conditions.
- Able to lift approximately 50 pounds without assistance.
- Must be capable of sitting, squatting, standing, kneeling, bending, or walking throughout the workday and for extended periods.

Compensation and Benefits

- Competitive salary with overtime pays.
- Opportunities for advancement
- 20% Discount in retail store after 90 days
- Eligible to participate in health insurance (medical, dental, vision) after 90 days.
- Paid holidays after 90 days
- PTO after 90 days
- Eligible to participate in our 401(k) Plan after one year.

Requirements

- Must have a valid driver's license with good driving record.
- High school diploma or GED
- Must be authorized to work in the US and have reliable transportation.
- Cold Creek is a drug-free company. We test all new applicants and randomly test after hire.