

Job Description

Digital Installer

Amended October 25, 2012



Job Summary: The Digital Installer is responsible for executing operational and administrative job tasks as directed by company policy, customer requirements and the direction of Matrix Merchandising management. Digital Installers are offered work as it becomes available and usually install monitors, menu boards and digital signs as well as the computers that power them in retail locations. In addition, Digital Installers may be required to perform other tasks as specified by any particular job.

Essential Duties and Responsibilities:

- Makes every store visit on time, and for the allocated amount of time.
- Exhibits high levels of productivity and accuracy.
- Complies with safety standards while working in the stores, and demands the same of other Matrix Merchandising employees.
- Executes Digital Installer-specific tasks as directed via voice, print or electronic instructions.
- Strives to insure that his/her work impacts the shopping experience as significantly as possible by:
 - Adjusting prescribed requirements to suit the needs of the local store
 - Insuring that all details are attended to, leaving the installation picture-perfect
 - Providing information and feedback to store personnel so that they understand the objectives.
- Provides excellent customer service to stores and store personnel by exhibiting impeccable professionalism, integrity, and decorum as well as adhering to the Matrix Merchandising Dress and Grooming Standards.
- Insures that consumers are treated well by projecting a cheerful, helpful and friendly persona.
- Completes surveys, questionnaires, requests for photographs, etc. correctly and within deadline.
- Reports to his/her Supervisor with appropriate frequency all valid and pertinent information.

Physical Requirements

- Must be able to stand or walk throughout the workday.
- Must be able to crouch and to move items on or near floor level
- Must be capable of lifting and moving 50 pounds, and of lifting and moving up to 20 pounds above the head.
- Must be able to push or pull wheeled apparatuses weighing up to 1000 pounds.
- Must be able to work within a store environment without adverse effects due to allergies, asthma, or other chronic conditions.

Required Skills

- Ability to accurately measure and record/mark length, width and depth.
- Ability to use hand tools to cut, hammer, loosen, tighten and otherwise manipulate materials including vinyl, wood, metal and acrylic.
- Ability to make all of the connections required to allow communication between and operation of various digital appliances, including proper wire management.
- Ability to manipulate various computer applications in order to facilitate the proper operation of those applications, especially the Windows operating system.
- Ability to disassemble and then reassemble fixtures, displays, and other POP materials.
- Ability to understand and execute instructions in the form of written descriptions, drawings and/or photographs
- Ability to use a Smartphone, Tablet Computer, e-mail, web-based applications, spreadsheets and other forms of digital communication.

Performance Measures

- 100% compliance with safety initiatives, including the use of Personal Protective Equipment .
- 100% attendance rate as applicable to committed jobs.
- 100% completion rate for all projects and job tasks.
- Zero complaint calls