



Repair Technician: Smith

### About Glass Smith

Glass Smith is an on-demand repair service for companies managing mobile devices and tablets. 16 million phones break every year in the US and nearly a third of those devices repaired are company and government owned. Through deployment of a network of independent technicians across the country, Glass Smith is disrupting mobile device repair and insurance by matching the side-gig economy to enterprise owned hardware. Like Uber for broken smartphones & tablets, Glass Smith doesn't repair phones- we train and certify and network of independent technicians.

Glass Smith is a fast-growing and dynamic company that is revolutionizing the mobile device repair industry. We're looking to bring on Repair Technicians or "Smiths" to repair mobile phones in the field. You will go through our Learning Management System to demonstrate understanding and capability of the repair process. A repair kit will then be mailed to you, and you'll be ready to start accepting repair requests! This is an independent contract role and not an hourly or full time position. Check us out:

<https://vimeo.com/180354645>

### Smith

This is an independent contractor position with compensation that is paid per repair performed. The good news is you're paid onsite and at the time of repair- no waiting for checks! Glass Smith's role is to push repair requests to you using the Smith mobile app and your job is to meet customers and make repairs. Techs are paid per repair and average \$35 an hour! You will be able to set your own hours, and accept the requests you choose. Glass Smith will keep you stocked with the necessary parts and tools to ensure successful repairs and satisfied customers. Hear from our Techs:

<https://vimeo.com/180354646>

## Tasks

- ⚡ Ensuring great customer service as the face, brains, and hands of Glass Smith
- ⚡ Communicating with our Support Technician about any tech questions or customer service issues
- ⚡ Scheduling repair requests via our Smith-facing app and performing device repairs in a timely manner based on you and the customer's schedule
- ⚡ Contributing to a small, fast-paced team to revolutionize the mobile device repair industry.

## Qualifications

- ⚡ Customer-facing experience and the ability to create a strong customer rapport
- ⚡ Detail-orientation and punctuality
- ⚡ Technically inclined, the more the better
- ⚡ Have transportation

## Bonus Points + Worth Mentioning

- ⚡ If you've worked at a mobile device phone repair job in the past, we're especially interested in talking
- ⚡ Glass Smith is a very fast growing startup- and as such, there is good opportunity for advancement
- ⚡ A good dose of ambition, as well as a great sense of humor

## Application Information

Please send your cover letter and resume to [careers@glasssmith.com](mailto:careers@glasssmith.com). Please indicate the city you are submitting for consideration in subject line.

*Glass Smith is an equal opportunity employer and does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. We are committed to providing an inclusive and welcoming environment.*