

**Janome has a full-time opening at its Mahwah, NJ headquarters for a Service Technician in the Service Department.**

Janome America, Inc. is a distributor of household and computerized sewing machines; a subsidiary of Janome Sewing Machine Company, Tokyo, Japan, who are one of the world's largest manufacturers of home sewing machines and leaders and innovators in the home sewing industry. The mission of Janome is to "design and build sewing machines for the home market, and because of their superior ease of use, excellent quality and reliability, give their users the ability to make the most of their creativity." So if you are looking for a company who is as unique and dynamic as you are, this is the place for you!

**Summary of Position:**

The **Service Technician (ST)** is responsible for repairs and reconditions computerized, electronic, and mechanical sewing machines. The ST must interact with consumers regarding questions or problems about product repair via telephone and occasionally in person

**Essential Job Functions:**

- Repair and refurbish a pre-determined number of machines per day under directions of Service Supervisor
- Working knowledge of all software and computer connected products
- Ability to work overtime (occasionally on a weekend) during busy times of the month and year
- Ability to lift 75 lbs.
- Assist with warehouse function, pick, pack, loading / unloading trucks when necessary
- Layout projects to ensure completion in a timely fashion

**Qualifications and Requirements:**

- An associate's degree and/or technical certification in the industry or equivalent experience
- Sewing machine repair and/or refurbishment experience preferred (JAI will train)
- Strong mechanical/electrical understanding of machinery or equipment
- Working knowledge of corporate computer systems for distribution of products
- Comfort level communicating in an email environment
- Traveling 2-3 times a year, helping with shows, service seminars and other events when necessary
- Must help with set up and breakdown when attending events

**Skills:**

- Technical background or experience with sewing machines is required
- Mechanical aptitude
- Skill in communicating with customers verbally to troubleshoot service issues over the telephone and sometimes in person
- Excellent computer skills

**Personal Characteristics:**

- Works well independently and as part of a team
- Team player
- Detail Oriented
- Other employees and departments may call upon a ST for input - He/ She should be cooperative, flexible with a positive attitude, and willing to pitch in whenever necessary

**Duties and Responsibilities:**

- Repair and repack a pre-determined number of machines per day under the direction of Service Supervisor
- Assist in warehouse as necessary

## JOB OPENING: **SERVICE TECHNICIAN**



**Job Type: Full-time**

**Schedule: Monday to Friday**

**Regular Hours of Operation: 8:30 am to 5:00 pm**

**Education: Associate's Degree/Technical Certification**

**Experience - Sewing/Refurbishment Repair (Preferred)**

**Work Location: IN PERSON**

**Salary: \$55,000 - \$60,000 per year**

**Benefits:**

**401(k) • Health insurance / Dental insurance / Vision insurance • Paid time off**

The company offers an excellent benefits package including health insurance (medical, dental, vision), paid vacation, sick/personal days, 12 paid holidays, 401(k) plan and profit sharing- EOE

Candidates responding to this posting must currently possess the eligibility to work in the US.

Applicants to this posting are encouraged to submit a cover letter with their resume highlighting relevant skills and experience.

To apply, please submit your resume by e-mail at: [janomehr@janome-america.com](mailto:janomehr@janome-america.com)

or by fax at 201-825-3612

or by mail:

**Janome America, Inc.**

**Attn: HR Department**

**10 Industrial Avenue, Ste. 2**

**Mahwah, NJ 07430**