

APPLIANCE TECHNICIAN HIRING TOOLKIT

ABSF Pillar 4: Workforce Development – 5 Documents – JourneyToCEO.com

Find the right tech.

Train them right.

Keep them.

What's Inside This Toolkit

Doc	Title	Use When
1	Appliance Technician Job Description Template	Posting on Indeed, Craigslist, Zip Recruiter, Facebook Jobs
2	Skills Assessment Checklist	Evaluating candidates before the interview
3	Interview Question Bank (30 Questions)	Structured interview process
4	Compensation Structure Guide	Setting pay that attracts and retains talent
5	30-Day Probationary Review Template	Evaluating new hires before full employment

DOCUMENT 1 — JOB DESCRIPTION TEMPLATE

Copy into your job posting platform. Fill in all [BRACKETS].

Headline: Appliance Service Technician — [ENTRY LEVEL / EXPERIENCED] — [CITY, STATE]

About [COMPANY NAME]:

[COMPANY NAME] is a residential appliance repair company serving [SERVICE AREA] since [YEAR]. We repair all major brands and appliances — refrigerators, washers, dryers, dishwashers, ranges, and more. We're a [X]-person team that takes our work seriously without taking ourselves too seriously. We value quality work, honest communication, and taking care of the customer's home like it's our own.

Why This Job Is Worth Your Time:

- ✓ [PAY RANGE, e.g. \$18–\$28/hr depending on experience] — paid weekly
- ✓ Company vehicle [or vehicle allowance of \$X/month] after probation
- ✓ Tools provided — [LIST WHAT YOU PROVIDE]
- ✓ Paid training — we'll teach you what you don't know
- ✓ No weekends required [or describe weekend schedule honestly]
- ✓ [X] days PTO after [X months] — plus [HOLIDAYS]
- ✓ Performance bonuses based on [FIRST-CALL COMPLETION / REVIEWS / REVENUE]

What You'll Do Daily:

- Diagnose and repair major household appliances in customers' homes
- Communicate findings and options clearly to homeowners before starting work
- Order and install replacement parts accurately the first time
- Complete job documentation in our service software ([SOFTWARE NAME])
- Follow all safety protocols and professional appearance standards
- Build relationships — you're often the only face of our company the customer sees

What We're Looking For:

- [For entry-level: 'Mechanical aptitude and a desire to learn — no experience required']
- [For experienced: 'Minimum 2 years appliance repair experience — certifications a plus']
- Valid driver's license with clean driving record
- Able to lift 50 lbs, work in tight spaces, and be on your feet all day
- Smartphone-comfortable — our dispatch runs through an app
- Professional appearance and strong customer communication skills
- Honest, reliable, and on time — every time

Preferred Certifications (not required):

- MCAP (Master Certified Appliance Professional)
- CSM (Certified Service Manager)
- NATE or EPA 608 for techs handling refrigerant systems
- Manufacturer-specific training (Samsung, LG, Whirlpool, GE)

To Apply:

[EMAIL applications to HIRING@YOURDOMAIN.COM] with the subject line '[YOUR NAME] — Appliance Tech Application.' Include your work history and tell us in 2-3 sentences why you want this job. No resume required for entry-level applicants — just tell us about yourself.

DOCUMENT 2 — SKILLS ASSESSMENT CHECKLIST

Use before or during the first interview. Score each area 1 (none), 2 (basic), 3 (proficient), 4 (expert). Target: total score 30+ for experienced hire, 15+ for entry-level.

Skill / Competency Area	Score (1–4)	Notes
TECHNICAL SKILLS		
Refrigerator diagnosis (sealed system, defrost, electrical)		
Washing machine repair (top load + front load)		
Dryer repair (gas + electric)		
Dishwasher diagnosis and repair		
Range/oven repair (gas + electric)		
Smart appliance connectivity troubleshooting		
Reads wiring diagrams and tech sheets		
Parts identification without visual guide		
CUSTOMER SERVICE SKILLS		
Explains technical problems in plain language		
Handles customer objections professionally		
Asks for reviews / referrals comfortably		
Professional appearance and demeanor		
PROFESSIONAL QUALITIES		
Documentation accuracy (job notes, parts)		
Time management / route efficiency		
Tool organization and van cleanliness		
Experience with service management software		
TOTAL SCORE	___ / 64	Hire Threshold: 30+ exp, 15+ entry

DOCUMENT 3 — INTERVIEW QUESTION BANK (30 Questions)

Conduct a structured interview using these questions. Score each response 1–5. Use the same questions for every candidate for fair comparison.

TECHNICAL KNOWLEDGE (Score each 1–5)

#	Question	Strong Answer Indicator	Score
T1	Walk me through how you'd diagnose a refrigerator that runs constantly but doesn't cool.	Checks condenser coils, evaporator fan, defrost system, door seals — systematic approach	
T2	A front-load washer won't spin. What's your diagnostic sequence?	Motor, belt/coupling, lid switch, control board — mentions using error codes	
T3	Customer says their dryer takes two cycles to dry clothes. What do you check first?	Vent restriction before anything else — fire hazard awareness is key	
T4	A dishwasher isn't cleaning dishes even with normal cycle. Name 4 things to check.	Water temperature, spray arm blockage, detergent type, water inlet valve	
T5	How do you handle a job where the part you installed doesn't fix the problem?	Honest answer about callbacks, admission to manager, diagnostic reconsideration — no excuses	
T6	A customer wants you to repair an appliance that's 15 years old. What do you tell them?	Discusses repair vs replace analysis, part availability, cost comparison — customer-focused	
T7	Describe the difference between a single-phase and three-phase motor. Does it matter for residential?	Knows residential is single-phase; shows depth of electrical knowledge	
T8	How do you find a wiring diagram for an unfamiliar appliance model?	Tech sheets, manufacturer portal, appliance parts sites, model number resources	

BEHAVIORAL QUESTIONS — STAR FORMAT

#	Question	Strong Answer Indicator	Score
B1	Tell me about a time a customer was unhappy with your work. What happened and what did you do?	Takes ownership, describes resolution, learned from it — no blame-shifting	
B2	Describe a time you had a more complex repair than expected. How did you handle it?	Communicated with customer before going over scope, asked for help if needed	
B3	Tell me about your most challenging diagnostic. How did you solve it?	Shows methodical thinking, persistence, research — not 'I guessed'	
B4	Give me an example of going above and beyond for a customer.	Specific story, not generic claim — shows character	
B5	Describe a situation where you disagreed with your manager. How did you handle it?	Professional disagreement, brought it up privately, respected final decision	
B6	Tell me about a time you had to train or explain something to a newer coworker.	Patient, clear communicator — good for building team culture	
B7	What's been your biggest professional failure in this trade and what did you learn?	Honest answer shows self-awareness; defensive answer is a red flag	

SITUATIONAL / CULTURE FIT QUESTIONS

#	Question	Strong Answer Indicator	Score
S1	A customer asks you to do something that's not on your work order. What do you do?	Calls dispatch/manager, doesn't start unauthorized work — understands scope control	
S2	Your last job of the day runs long. You have dinner plans. What do you do?	Finishes the job, communicates with family/manager, doesn't rush a customer	
S3	You arrive at a job and realize you left a critical tool at the shop. What do you do?	Calls to check if customer can reschedule or finds resourceful solution — owns the mistake	
S4	A customer offers you a cash tip directly. Our policy is unclear. What do you do?	Asks manager, follows company policy — tests integrity and policy-following	
S5	Why appliance repair? Where do you see yourself in this trade in 3 years?	Genuine interest in the trade, career growth orientation — not just 'I needed a job'	
S6	What do you do when you don't know how to fix something?	Research, call for help, admits limits — not 'I always figure it out'	
S7	Our company uses [SOFTWARE]. How do you feel about learning new technology?	Open minded, willing to learn — tech anxiety in this trade is a real challenge	

TOTAL INTERVIEW SCORE	___ / 150	Hire Threshold: 90+ / Strong: 115+
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DOCUMENT 4 — COMPENSATION STRUCTURE GUIDE

Appliance service compensation must balance attracting skilled candidates in a shortage market with maintaining healthy technician-level margins. Use this framework to build your pay structure.

HOURLY + COMMISSION MODEL (Recommended for most businesses)

Level	Base Rate	Commission	Earning Potential
Entry-Level Tech	\$15–\$18/hr	None initially	\$30k–\$38k yr 1; transition to commission at 90 days
Developing Tech	\$18–\$22/hr	2–3% of revenue over threshold	\$38k–\$52k depending on volume
Experienced Tech	\$22–\$28/hr	5–8% of revenue over threshold	\$52k–\$70k+ for high performers
Lead Technician	\$28–\$35/hr	8–10% of managed team revenue	\$70k–\$90k+ with team performance

PERFORMANCE BONUSES (Add to base + commission structure)

First-Call Completion Bonus: Additional \$[X] weekly if first-call completion stays above 75% for the week

Review Generation Bonus: \$[X] per verified Google review left by a customer they serviced (max 4/week)

Zero Callbacks Bonus: \$[X] monthly bonus for technicians with zero callbacks in a 30-day period

Certification Bonus: One-time \$[X] upon earning MCAP, CSM, or manufacturer-specific certification

Retention Bonus: \$[X] annually at each year of service anniversary

DOCUMENT 5 — 30-DAY PROBATIONARY REVIEW TEMPLATE

Technician Name:		Start Date:	Review Date:
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PERFORMANCE RATINGS — Score each 1 (Below Expectations) to 5 (Exceeds Expectations)

Performance Area	Score (1–5)	Manager Notes
Technical skill level relative to experience stated		
Following the Technician Daily Field Checklist		
Documentation accuracy in service management software		
Customer communication quality (observed / customer feedback)		
Professional appearance and vehicle cleanliness		
On-time arrival rate for scheduled appointments		
Parts ordering accuracy (correct parts first try)		
Proactive communication with dispatch and manager		
Safety protocol adherence		
Attitude, coachability, and team culture fit		
TOTAL SCORE	___ / 50	Continue: 35+ Coaching Plan: 20–34 Separate: <20

30-Day KPI Results

KPI	Actual	Target	On Track?
First-Call Completion Rate		70%+	
Callback Rate		<5%	
Avg Jobs/Day		[X]	
Documentation Completion %		100%	

What went well in the first 30 days:

Areas requiring improvement:

Specific commitments / action items for next 30 days:

Employment decision: ☐ Continue ☐ Extend Probation ☐ Separate

Manager Signature: _____
Date: _____

Technician Signature: _____
Date: _____

ABSF Pillar 4: Workforce Development – Hire slow. Train right. Retain the best.

Developed by Wilmer Toro – Appliance GrandMasters – ASTI 2024–2026 | JourneyToCEO.com