



JOB DESCRIPTION

Job Title: Installer

Reports To: Brian Gray, General Manager

Job Summary

As an Installer at Urban Quarry, you will be responsible for the precise and professional installation of granite and quartz countertops at residential and commercial sites. This role requires attention to detail, problem-solving skills, and the ability to deliver exceptional customer service. Installers must be able to work as part of a team, follow safety procedures, and ensure a seamless installation process.

Key Responsibilities

Installation & Site Preparation

- Install **granite and quartz countertops** following precise specifications.
- Remove existing countertops when necessary, ensuring a clean and damage-free process.
- Install **sinks and other stone surface applications** as required.
- Perform on-site modifications such as **polishing, adjusting lengths, and finishing cuts** to ensure a perfect fit.
- Set and secure seams using a **seam machine** to achieve a flawless finish.
- Maintain a **clean and organized work area** upon project completion.

Equipment & Material Handling

- Load and unload **stone surfaces, accessories, supplies, and equipment** from the truck.
- Ensure proper care and safe handling of **heavy materials**, using appropriate lifting techniques and assistance as needed.
- Maintain a **clean and organized installation truck** to uphold professionalism and efficiency.

Customer Interaction & Problem-Solving

- Communicate professionally with customers, addressing inquiries and concerns during installation.
- Identify and troubleshoot **technical issues** that arise on-site, providing solutions where possible.
- Contact a **supervisor** to resolve any concerns that cannot be addressed immediately.



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Documentation & Compliance

- Ensure all installations **follow specifications** and that paperwork is accurately completed in accordance with company procedures.
- Update the **Urban Quarry system** with relevant job details post-installation.
- Adhere to **all health and safety regulations** while on-site and in the workplace.
- Follow directions from lead-hand(s) and maintain compliance with **Urban Quarry's Policies and Procedures**.

Additional Responsibilities

- Operate various **hand and power tools** necessary for installation.
- Assist in **training new team members** when required.
- Support the **production facility** as needed.
- Perform **other duties as assigned** by supervisors.

Qualifications & Requirements

Education & Experience

- Relevant **experience in stone installation, construction, or a related industry** is preferred.
- Currently working in the trade is considered an asset.

Technical Skills & Abilities

- Ability to **lift and maneuver up to 200 lbs. with assistance**.
- Proficiency in using **hand and power tools** for installation.
- Strong **problem-solving skills** and the ability to work independently.
- Familiarity with **construction drawings and measurements**.

Soft Skills & Professionalism

- Strong **communication skills** (both verbal and written).
- Exceptional **customer service skills**, maintaining a professional and courteous demeanor.
- Team-oriented with a **strong work ethic and a positive attitude**.
- High attention to detail and accuracy.
- Ability to make **sound decisions** and work efficiently under pressure.

Additional Requirements

- **Valid G-Class Driver's License (or Class 5 equivalent)** with a **clean driving record**.



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- **Bilingual (English & French)** is considered an asset.
- Adherence to **Urban Quarry's core values**:
 - **Respect, Accountability, Honesty, Loyalty, and Excellence.**

Working Conditions

- Frequent **travel** to installation sites.
- Exposure to **machinery, equipment, and tools**.
- Requires **lifting and handling of heavy materials (200 lbs.+ with assistance)**.
- Use of **personal protective equipment (PPE)** such as **hard hats, safety boots, and safety glasses**.
- Potential exposure to **worksite hazards** associated with stone installation and construction environments.

This position is a key part of the Urban Quarry team, requiring skill, precision, and a strong commitment to customer satisfaction.

Please email your resume to:
chantel@urbanquarry.ca