



HEATING | COOLING | PLUMBING | REFRIGERATION

Job Description: Lead Install Technician

Summary

The Lead Install Technician is responsible for the on-time, high-quality installation of HVAC/R equipment, duct systems, fittings, grilles, registers, diffusers, controls, and related equipment. He/she must identify and solve problems that might impede the completion of work within budgeted time. He/she provides feedback and suggestions to supervisors, salespeople, and others on ways to improve quality, reduce costs, and increase customer satisfaction. Complete approved repairs/improvements in a timely manner. Complete required paperwork and collect any payments as needed. Leave a clean, orderly beautiful installation, and make our customers delighted so they will always call us for their indoor comfort needs.

Responsibilities (no more than 10 in order of importance)

- Follow defined installation procedures for HVAC/R equipment according to company instructions/policy, manufacturer installation instructions, and salesperson notes
- Identify and solve problems that might prevent the completion of work within budgeted time
- Complete repairs, improvements, or installations within budgeted hours, in accordance with company standards, while maintaining quality
- Start-up new equipment and verify correct operation
- Clean equipment and work area. Leave a beautiful installation.

- Ensure complete customer satisfaction and/or salesperson/supervisor sign-off upon completion of work
- Lead, coach, and supervise Assistant Installation Technician so he/she may be promoted to Lead Installation Technician. Provide sufficient knowledge, skills, training, and information to achieve peak performance, continuous improvement, and a positive, productive work environment consistent with company goals and objectives
- Complete all paperwork required by management and record hours and all materials used. Collect for work performed if applicable.
- Keep assigned service vehicle organized, clean, and stocked properly
- Perform other duties as assigned

Requirements

- Two or more years of experience as an HVAC installation, maintenance, or service technician or comparable education
- Ability to follow/perform installation procedures for HVAC/R equipment and trouble-shoot problems.
- Ability to follow controls/wiring schematic
- Ability to braze/solder/weld, and perform minor field fabrication.
- Ability to communicate clearly in a friendly, personable way with customers and coworkers.
- EPA certified
- Valid social security card, driver's license and a clean driving record
- Well groomed, neat appearance.
- Strong attention to detail with a desire and ability to complete the job correctly the first time
- Understands and follows proper safety techniques
- NATE certification a plus

Physical Demands

To adequately perform the duties of this job the employee is regularly and routinely required to sit; stand, walk, stoop, use hands to finger, handle controls; hear, and talk. The employee frequently is required to reach with hands and arms. The employee must be able to climb ladders, work in hot and cold environments, and work in small crawl spaces. The employee must regularly lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment

The work environment noise level is usually moderate but will vary occasionally. The work environment will subject employees to continual interruptions and changing priorities. Effective, consistent, and constant communication with customers, vendors, co-workers, and others is required.