



Job Description

Service Technician

Description

Diagnose/troubleshoot HVAC/R equipment, building comfort, energy efficiency, and related problems. Present options and pricing to customers. Complete approved repairs/improvements in a timely manner. Collect payment.

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Hours & Working Conditions

- Average 40 hours per week (typically 7:30 a.m. to 4:00 p.m. weekdays)
- Overtime as required
- On call over week days and weekends as required
- May work outside, in crawlspaces, and attics
- Brazing, soldering, and welding required
- Work with sheet metal and sharp objects
- Lifting and physical exertion required

Duties and Responsibilities

- Troubleshoot HVAC/R equipment, building comfort, energy efficiency, and related problems
- Present findings and options to customers, providing advise as needed/requested
- Complete approved repairs, improvements, or installations within industry standard hours per repair pricing guide
- Clean equipment/work area
- Ensure complete customer satisfaction upon completion of work
- Complete all paperwork required by management
- Collect for work performed
- Maintain truck inventory
- Keep assigned service vehicle organized and clean
- Track vehicle maintenance and alert management when maintenance is necessary
- Contact the office following the completion of each call, providing requested information regarding the work completed, and receiving dispatch instructions for the next call
- Provide customers with information and pricing on service agreements, accessories, and other comfort improvements
- Provide customers with information on new equipment when repairs exceed \$300 and/or existing equipment exceeds 10 years of age
- Perform equipment installations if needed
- Perform maintenance work if needed
- Identify and suggest opportunities for quality and cost improvements
- Other duties as needed

Job Requirements

- EPA certified for all R22
- Ability to lift and carry hermetic compressors up to five ton capacity
- Valid drivers license
- Clean driving and criminal records as required by state laws for home service companies and by company insurance carrier(s)
- Ability to troubleshoot and provide repairs at the service technician level

- Two or more years of experience as an HVAC/R installation, maintenance, or service technician
- Ability to follow controls/wiring schematic
- Ability to braze/solder/weld
- Standard technician tools
- NATE certification preferred
- Neat, clean, professional appearance

Performance Metrics

- Service/maintenance calls per day
- Meeting or beating industry time standards for repair work
- Accuracy of paperwork and reporting
- Callbacks resulting from misdiagnosis or poor workmanship
- Collection of payments for work performed
- Complete truck inventory
- Truck maintenance, organization, and cleanliness
- Company tool maintenance and condition
- Service agreement years sold
- Replacement leads generated