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**JOB DESCRIPTION**

**JOB TITLE:** Installation Technician

EMPLOYER: Comfort First Heating & Cooling Inc.

**DEPARTMENT:** Sales & Marketing

**REPORTS TO:** Installation Supervisor

**EFFECTIVE DATE:** 9/15/2017

**SUMMARY:** Perform installation work for HVAC/R equipment, duct systems, fittings, grilles/registers/diffusers, controls, and related equipment. Identify and solve problems that might impede the completion of work within budgeted time. Provide feedback/suggestions to supervisors, salespeople, and others on ways to improve quality and reduce costs. Complete approved repairs/improvements in a timely manner. Collect any payments as needed.

**DUTIES AND RESPONSIBILITIES:**

* Pull/assist in the pulling of equipment and materials needed for installations
* 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
* Clean equipment/work area
* Start-up new equipment and verify correct operation
* Ensure complete customer satisfaction and/or salesperson/supervisor sign-off upon completion of work
* Complete all paperwork required by management and record hours and all materials used
* Collect for work performed if applicable
* Return unused material and inventory
* Keep assigned vehicle organized and clean
* Track vehicle maintenance and alert management when maintenance is necessary
* Contact the office following the completion of each job, providing requested information regarding the work completed
* Provide customers with information and pricing on service agreements, accessories, and other comfort improvements
* Identify and suggest opportunities for quality and cost improvements
* Other duties as needed

**QUALIFICATIONS:**

* EPA certified for all R22
* Valid driver’s license
* Clean driving and criminal records as required by state laws for home service companies and by company insurance carrier(s)
* Two or more years of experience as an HVAC/R installation, maintenance, or service technician
* Neat, clean, professional appearance

**COMPETENCIES:**

* Percentage of jobs completed and started on schedule
* Accuracy of paperwork and reporting
* Callbacks resulting from poor workmanship
* Truck maintenance, organization, and cleanliness
* Company tool maintenance and condition

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

* Working outside, in crawlspaces, and attics
* Lifting and physical exertion required
* Brazing, soldering, and welding required
* Work with sheet metal and sharp objects
* Overtime/weekend work as required
* Ability to follow/perform installation procedures for HVAC/R equipment
* Ability to follow controls/wiring schematic
* Ability to braze/solder/weld
* Ability to perform minor field fabrication
* Ability to lift 100 pounds
* Standard technician tools

*The above is intended to describe the general content of and requirements for the performance of this job.  It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements.  Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

I have ready and understand the job description duties/responsibilities, qualifications, competencies, physical demands and work environment.

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Employee Signature