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**JOB DESCRIPTION**

**JOB TITLE:** Service Technician

**DEPARTMENT:** Service

**REPORTS TO:** Service Manager

**EFFECTIVE DATE:** 9/19/17

**SUMMARY:** 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.

**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 maintenance work if needed
* Identify and suggest opportunities for quality and cost improvements
* Adhere to home warranty companies expectations by adhering to average tickets and quality requirements
* Other duties as needed

**QUALIFICATIONS:**

* EPA certified for all R22 & 410A Systems
* Ability to lift and carry hermetic compressors up to five ton capacity
* Valid driver’s license
* Drug Free
* 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 maintenance or service technician
* Ability to follow controls/wiring schematic
* Ability to braze/solder/weld
* Standard technician tools
* 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

**COMPETENCIES:**

* **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
* **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
* **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
* **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
* **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
* **Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
* **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
* **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
* **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
* **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
* **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
* **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
* **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

**PHYSICAL DEMANDS AND WORK ENVIORNMENT:**

* Frequently required to climb, balance, bend, stoop, kneel or crawl
* Frequently required to talk or hear
* Frequently utilize visual acuity to operate equipment, read technical information
* Frequently required to lift/push/carry items up to 50 pounds and more than 50 pounds
* Occasionally/Frequently exposure to wet and/or humid conditions (non-weather)
* Occasionally/Frequently work near moving mechanical parts
* Occasionally/Frequently work in high, precarious places
* Occasionally work around fumes, airborne particles, or toxic chemicals
* Occasionally exposure to outside weather conditions
* Occasionally/Frequently exposure to extreme heat or cold (non-weather)
* Occasionally exposed to airborne pathogens or infectious materials
* Occasionally loud noise (examples: metal can manufacturing, large earth-moving equipment)

*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