

# Job Description:

## Service Technician Level 1

**Job Title:** Service Technician- Level 1

**Pay Scale:** \$16.00 – 20.00 per hour

**Work Hours:** 8:00am – 5:00pm

**Primary Job Function:** To provide maintenance on residential heating and air conditioning systems according to company standards providing the customer with a high-quality experience.

**Reports to:** Service Manager

### Required Qualifications:

- Insurable by Company insurance carrier
- Valid drivers license
- Willingness to invest time in training seminars and classes.
- Follow directions as given, written and verbal
- Basic Safety knowledge of tools and surroundings.
- Safe use of ladders
- Comply with ALL SAFETY RULES
- Arrive on time daily
- Demonstrate mechanical aptitude
- Work from 28' extension ladder and 12' step ladder
- Ability to operate power and hand tools safely
- Dress in a workman like manner
- Unloading/Stocking supplies and Equipment
- Unloading/Loading truck
- Cut & drill holes
- Ability to fill out a daily timecard accurately
- Be able to carry 100 pounds
- Assist in VCC and PBC visits
- Possesses both written and verbal English language skills
- Acquire EPA certification within 12 months of entering Service Technician Level 1

### Daily, Weekly, Monthly, Yearly Duties:

- Purchase required tools as listed for Service Technician Level 1
- Arrive at jobsite at scheduled time and location as dispatched
- Relocate from one jobsite to another jobsite as dispatched during the workday
- Report to dispatcher when arriving and leaving jobsite
- Operate company vehicle as needed.
- Follow instructions from supervisor and carry out in timely manner.
- Report problems with company tools or vehicle promptly.
- Work well with customers, co-workers and other subcontractors
- Complete all service related forms properly
- Provide all customers with new / renewal maintenance agreement program information
- Perform filter changes utilizing filter checklist paperwork unassisted
- Knows how to create estimates in Service Titan
- Ability to work staggered schedule if required.
- Clean truck and job site
- Maintain professional appearance and attitude at all times.
- Other duties as assigned
- Communicate with customers and collect C.O.D. on maintenance visits as directed
- Acquire residential planned maintenance agreements
- Inform and educate customers on additional products or services available through company
- Inform customer of replacement options following company guidelines
- Develop basic knowledge of electrical refrigeration principles
- Develop basic knowledge of service tools and testing devices
- Develop soldering skills
- Develop customer service skills.

### Performance Indicators:

# Job Description:

## Service Technician Level 1

Certain key business indicators that will measure the effectiveness of the HVAC Specialist Level 1. These include the following:

- Timeliness of work
- Customer satisfaction
- Level of demonstrated desire to learn
- Level to which dress code is adhered
- Properly completed paperwork
- Number of additional products and services sold to customer
- Level to which company procedures are adhered to
- Number of on time arrivals
- Ability to follow direction
- Level to which safety policy is adhered to
- Hits truck revenue goals regularly

### Level I Training Outline

- Basic Safety Knowledge of tools and surroundings
- Basic vehicle operation/use
- Driving
- Stocking
- Location of material/supplies
- Location of tools and checkout procedure
- Loading and unloading
- Ladder safety training
- All steps of Installation Procedure
- Drop Cloth setup
- Bring in required tools
- Tool and material locations, on trucks and in shop
- Assist in loading
- Common Material and tool terminology
- Basic understanding of how to use common tools
- Assist in loading at the end of the day
- Cooler start up and shut down procedure mastered
- Furnace tune-up and maintenance mastered
- Knowledge of furnace sequence of operation
- Perform routine maintenance on coolers and furnaces
- Tools to perform daily tasks
- Basic understanding of static pressure
- Can operate basic daily tools, drill, screwdriver, etc.
- Basic understanding of refrigeration cycle

### Level I Required Tool List

- (1-2) 6" Adjustable wrenches
- Wide mouth adjustable wrench
- 6" Channel locks
- 10"-12" Channel Locks
- 5/16" & 1/4" & 11/32" & 3/8" nut drivers (stubby, 6",8")
- Phillip screw driver
- Flathead screw driver
- Wire strippers
- Needle nose pliers
- Wire crimpers
- Stubby Screw Driver
- Zero turn pipe cutter up to 1 1/8"
- Electronic screw driver (T-stat)
- 6", stubby, 1/4" & 5/16" & 3/8" impact nut driver
- Jumper wires
- Cordless drill and/or impact
- Volt Meter (SC680 or SC640)

### All Technician Levels Meet The Following Proficiently

- Meet time frames for maintenance and startup tasks
- Meet time frames for maintenance and startup tasks
- Meet truck revenue goals
- Has good customer rapport with 100% success on Happy Calls
- Properly following the Rule of Three
- Able to present, explain, understand, and install applicable accessories
- Able to present, explain, understand maintenance plans in Valued Customer Club
- Service Titan understanding with proper workflow in mobile application
- Proper completion of timecard
- Complete calls with proper time frame