

Job Description:

Service Technician Level 3



Job Title: Service Technician Level 3

Pay Scale: \$24.00 - \$27.00 per hour

Work Hours: 8:00am – 6:00pm (4-10's) with ½ hour lunch and overtime as needed

Primary Job Function: To provide maintenance and repairs on residential (VCC's) and light commercial (PBC's) heating and air conditioning systems according to company standards providing the customer with a high-quality experience. Assist with training Level 1-2 Service Technicians.

Reports to: Installation Manager/Service Manager

Required Qualifications:

- Must have all Level 1 and 2 qualifications in addition to the following:
 - Level 3 tool list
 - Valid Universal EPA
 - Braze line sets
 - Test line sets
- Must be able to communicate well with supervisors, builders and other trades
- Maintain builder and sub-contractor's relations
- Ability to complete all necessary paperwork
- Able to supervise others
- Perform routine preventative maintenance on residential and light commercial equipment with minimum assistance/supervision, including completion of checklist sheets and building diagrams and unit locations
- Troubleshooting and making repair recommendations to supervisor
- Interpret testing devices
- Demonstrate working knowledge of soldering and refrigeration procedures
- Understand and communicate benefits of preventative maintenance
- Understand and communicate VCC program and Repair vs. Replace Policy (RVRP)
- Demonstrate willingness to invest in service training seminars and classes

Daily, Weekly, Monthly, Yearly Duties:

- Report problems with company tools or vehicle promptly.
- Work well with customers, co-workers and subcontractors
- Ability to work staggered schedule if required
- Perform the following technical duties:
 - Electrical and refrigeration principles
 - Service tools and testing devices
 - Ability to perform routine preventative maintenance on a wide variety of residential and light commercial equipment without supervision
 - Ability to layout and install refrigeration piping
 - Ability to Layout and install low voltage wiring
 - Ability to read and interpret wiring diagrams and blueprints
- On-call status for emergency service as required
- Communicate with customers and collect C.O.D. on service calls
- Maintain professional appearance and attitude at all times.
- Train Level 2 Specialists (includes planned training schedule)
- 12 hours of job-related training annually
- Beginning knowledge of HVAC Building Code compliance
- Prepare for NATE core test
- Other duties as assigned
- Operate company vehicle daily
- Follow instructions from supervisor and carry out in timely manner.
- Supervise and be responsible for other HVAC Specialists

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- Ability to diagnose most residential & light commercial system problems, recommend and perform repairs
- Converse with building and homeowners, general contractors, referring questions and/or problems to supervisor
- Learn how to operate scissors and genie lifts in safe manner

Performance Indicators:

Certain key business indicators that will measure the effectiveness of the HVAC Specialist Level 3. 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
- Hits truck revenue goals regularly
- Level to which company procedures are adhered to
- Number of on time arrivals to job site
- Ability to follow direction
- Level to which safety policy is adhered to

Level 3 Training Outline:

- Able to install accessories
- Must be able to communicate well with homeowners and other trades
- Advanced electrical knowledge (load center requirements, wire gauge requirements)
- Advanced low voltage wiring (heat pump, two stage a/c, zoning, thermostat programming and setup)
- Pressure testing line sets
- Understanding multi-meter
- Braze refrigeration lines
- Ability to test line sets
- Able to charge condensers and heat pumps
- Able to supervise others
- Knowledge of Crane and rooftop safety
- Knowledge and proper installation of curb adaptors and rooftop unit
- Remove and install rooftop equipment
- Electrical and mechanical troubleshooting
- VCC Role Play
- Repair Vs. Replace Policy
- Understand efficiency ratios and seeing reports

Level 3 Required Tool List

- All Level 1 and Level 2 tools and the following:
- Caulking gun
- Micron Gauge
- Manifold gauges
- Refrigeration Leak Detector
- Schrader core remover(s) (2)
- PVC cutters
- Drill bit set
- Sawzall
- Grease Gun
- Pulley Puller
- Hacksaw
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