

Job Description:

Service Technician Level 4



Job Title: HVAC Specialist Level 4

Pay Scale: \$27.00 – \$29.00 per hour

Work Hours: 8:00am – 4:30pm or 8:00am – 6:00pm (4-10's) with ½ hour lunch and overtime as needed

Primary Job Function: To provide maintenance and repairs on a wide variety of residential and commercial heating and air conditioning systems according to company standards providing the customer with a high-quality experience. Assist with training Service Technicians Level 1-3

Reports to: Service Manager

Required Qualifications:

- Must have all Level 1, 2, and 3 qualifications in addition to the following:
- Level 4 tool list
- Pass NATE core test and one specialty test
- Journeyman Gas Fitters or Sheet Metal Certificate
- Proficient at 208/230 3 phase wiring
- Advanced Safety knowledge of tools, testing devices and surroundings.
- Start up and trouble shoot furnaces, air handlers, heat pumps and condensing units
- Good understanding of line and low voltage wiring, relays, transformers, wiring diagrams
- Demonstrate willingness to accept responsibility and leadership roles
- Efficient in presenting and installing accessories
- Read and interpret wiring diagrams
- Perform routine preventative maintenance on residential and light commercial equipment without supervision, including completion of checklist sheets in full
- Diagnose most system problems, recommend repairs and perform repairs
- Excellent customer relations skills and have ability to communicate clearly, ideas and explanations of problems to customers and coworkers
- Enroll in extra training to further knowledge of the HVAC industry and management, 16 hour required
- Ability to train, instruct, and oversee entry level Specialists
- Able to hit and or exceed truck revenue goals

Daily, Weekly, Monthly, Yearly Duties:

- Operate company vehicle daily
- Follow instructions from supervisor and carry out in timely manner
- Supervise and be responsible for other Specialists
- Report problems with company tools or vehicle promptly
- Work well with customers, co-workers and subcontractors
- Rotate on-call status for emergency service
- Run after hours service calls as required
- Work staggered schedule if required
- Operation of scissiors and genie lifts in safe manner
- Maintain professional appearance and attitude at all times
- Complete all necessary paperwork, job packets, change orders, time cards, warranty paperwork and service related forms properly
- Train entry level employees
- 16 hours of job related training annually
- Other duties as assigned
- Relocate from one jobsite to another jobsite as dispatched during the workday.
- Report to dispatcher when arriving and leaving jobsite
- Air balancing principles, techniques & diagnostics with velometer or hood
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Performance Indicators:

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Certain key business indicators that will measure the effectiveness of the HVAC Specialist Level 4. 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
- 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

Level 4 Training Outline:

- Advanced understanding of complex layout, design, fabrication and installation
- Proficient in installing round and rectangular duct for residential and light commercial installations
- Advanced understanding of more complex sheet metal fittings
- Advanced Safety knowledge of tools, testing equipment and surroundings
- Ability to size and draw duct work correctly
- Can complete more complex low voltage connections on furnaces, air handlers, air conditioners and heat pumps
- Training for NATE certifications
- Training for Journeyman certifications
- Air flow and duct design
- Crane safety
- Blueprint training
- Start-up and trouble shoot equipment and accessories
- Must be able to communicate effectively with homeowners and other trades...ability to resolve minor customer issues
- Enroll in extra training to further understand the HVAC industry and management...16 hours of training required
- Able to supervise others
- Install mini-split systems
- Understand static pressure
- Understand benefits of high efficient equipment
- VCC role play
- Repair Vs. Replace policy role play
- PBC Policy
- Whole system training

Level 4 Required Tool List:

- All Level 1, Level 2, and Level 3 tools and the following:
- Digital manifold gauges
- Monometer with draft simulator
- Nitrogen regulator kit (with hoses)
- Shrader core remover
- Sheet metal circle cutter
- Tubing bender ¼" to 7/8"
- Swedging tool up to 1 1/8"