

Job Description:

Service Technician Level 5



Job Title: HVAC Specialist Level 5

Pay Scale: \$29.00 - \$34.00 per hour

Work Hours: 8:00am – 6:00pm 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 1-4. Provide feedback to Service Manager regarding technical training needs, inventory and retail pricing. Develop training programs for the service department as needed and directed.

Reports to: Service Manager

Required Qualifications:

- Must possess all qualifications of Level 1, Level 2, Level 3 and Level 4 Technician in addition to the following:
- Level 5 tool list
- Proficient understanding of refrigerant, gas and electric furnaces, heat pumps, troubleshooting and installation of all residential and light commercial systems
- Exceptional Safety knowledge of tools, testing devices and surroundings.
- Ability to read and interpret wiring diagrams
- Be familiar with a wide range of equipment and troubleshooting techniques
- Experience making repair and replace decisions
- Widespread knowledge in all HVAC low-voltage systems
- Advanced customer service skills
- Ability to consult on customer complaints and give solutions that are beneficial for customer as well as company
- Ability to supervise others
- Enroll in advanced HVAC training classes, 20 hours per year
- Obtain NATE Core and two Specialty Certifications and keep status current
- Obtain two journeyman certifications (JSM, JGF, JR)
- Understand and apply all codes for residential and light commercial
- Demonstrate willingness to accept responsibility and leadership roles.
- Operate scissors and genie lifts in safe manner
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Daily, Weekly, Monthly, Yearly Duties:

- Operate company vehicle daily
- Follow instructions from supervisor and carry out in timely manner.
- Troubleshooting equipment, make repair and replace decisions
- Compile a complete materials list from blueprints
- Verify and coordinate HVAC building code compliance
- Supervise and be responsible for other Specialists and multiple crews
- Report problems with company tools or vehicle promptly.
- Communicate clearly the ideas and explanations of problems to customers and coworkers
- Complete service repairs as approved by customer.
Perform the following technical duties:
 - Advanced electrical and refrigeration principles
- Work staggered schedule if required.
- Run and work a job from start to finish
- Maintain professional relationship with builders
- Maintain professional appearance and attitude at all times.
- Run a job without supervision
- Complete jobs within the labor budget
- Complete all necessary paperwork, job packets, change orders, time cards
- Answer questions, train, instruct and oversee Level 1, Level 2, Level 3 and Level 4 Specialists as assigned
- Acquire VCCs and PBCs
- Calculate equipment efficiency
- Run after hours calls as required

Job Description:

Service Technician Level 5

- Service tools and testing devices.
- Ability to layout and install refrigeration piping
- Ability to layout, design and install low voltage wiring
- Ability to read and interpret wiring diagrams and blueprints and make accurate material lists
- 20 hours of job related training annually
- Other duties as assigned
 - Advanced diagnostic, repair and provide preventative maintenance on a wide range of residential and light commercial equipment without

Performance Indicators:

Certain key business indicators that will measure the effectiveness of the HVAC Specialist Level 5. 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
- Knowledge of whole system operation
- 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 5 Training Outline:

- Understand efficiency ratios and techniques to improve
- Master customer service for customer personality

Level 5 Required Tool List:

- All Level 1, Level 2, Level 3, and Level 4 tools and the following:
 - Orifice drilling kit
 - Pully puller
 - Refrigerant scale
 - Vacuum pump
 - Halogen leak detector
 - Torch set
 - Carbon monoxide detector