

Job Description

Job Title: HVAC Service Technician
Reports To: Field Service Manager

FLSA Status: Non-exempt
Date: 5-25-2015

SUMMARY:

This position is primarily responsible for installation and replacement, maintenance and repairs of heating, ventilating, air conditioning and steam distribution equipment and systems by performing the following duties personally.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following. Other duties may be assigned.

Maintain HVAC units by cleaning, testing, and replacing as necessary unit contactors; coils; fans; compressor; condensers, etc. Operate variety of test and construction equipment as needed to perform work.

Perform installations, preventative maintenance and service to HVAC units.

Prepare daily time journals, service reports, and forward to manager. Compiles, stores, and retrieves service data. Verify material and equipment deliveries, generate and control stock of material for each service call. Manage individual truck maintenance and turn in receipts and packing slips per accounting policy and procedures.

Develops or revises standard operational and working practices and observes co-workers to ensure compliance with safety and standards.

Build a more effective and efficient reporting template system for the service work done by TEPS. Train field techs, supervisors and leads in their use to ensure accountability and compliance.

Assist with Scope of Work (SOW) project to create, train and enforce service call standards (working with the leads and field teams) for service calls and preventative maintenance work across all divisions.

Identify waste and inefficiency in TEPS current operations in field service, material and equipment purchase and handling, and reporting to determine areas that need to be improved and recommend and specifically improve TEPS ability to create higher profitability through more efficient operations.

Communicate with customers and vendors

Verify material and equipment deliveries and generate and control stock of material

Operate variety of equipment as needed to perform work

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

High School Diploma
Technician School preferred
Previous experience a must

ESSENTIAL COMPETENCIES:

Verbal Communication Skills; Diplomacy; Proof Reading Skills; Written Communication Skills; Organization and Professionalism. Time Management; Negotiations; Customer Service; Computer Literacy (MS Word and Excel.)

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general business policies and technical procedures and governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret and provide a variety of instructions furnished in written, oral, diagram, or schedule form.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of Microsoft Word and Excel.

CERTIFICATES, LICENSES, AND REGISTRATIONS:

EPA Certification

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl and taste or smell.

The employee should be able to lift 50 lbs; be able to push, pull, carry or maneuver heavier items (with appropriate devised or additional manpower); carry ladders; work from heights, work in small crawl spaces.

Observe all company policies and procedures and safety rules.

Maintain accurate time records on a daily basis.

Work as part of our team to ensure customer satisfaction.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment is consistent with outdoor weather conditions which could be extreme cold or extreme heat. The employee could be exposed to wet and or humid conditions.

The noise level in the work environment is usually moderate.