

<b>Job Title:</b>	Residential HVAC Service Technician – Level 3
<b>Department:</b>	Service
<b>Reports to:</b>	Service Manager
<b>FLSA Status:</b>	Non-Exempt
<b>Classification:</b>	Craft workers
<b>Work Hours:</b>	7:00am – 4:00pm, some weekends and evenings
<b>Pay Scale:</b>	\$XX-\$XX / hour
<b>Position Summary:</b>	To provide maintenance on residential heating and air conditioning systems according to company standards providing the customer with a high quality experience.

**Required Qualifications / Achievements:**

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| <ul style="list-style-type: none"> <li>Valid driver’s license</li> <li>Demonstrate willingness to invest in tools used in the service of HVAC equipment</li> <li>Demonstrate willingness to invest time in service training seminars and classes</li> <li>Work from 28’ extension ladder and 12’ step ladder</li> <li>Ability to operate power and hand tools safely</li> </ul> | <ul style="list-style-type: none"> <li>Insurable driving record</li> <li>Enroll in HVAC technical school and/or in house training programs</li> <li>Ability to follow written and verbal directions as given</li> <li>Demonstrate commitment to developing customer service skills</li> <li>EPA certification</li> <li>Demonstrate mechanical aptitude</li> <li>NATE Core Certification</li> </ul> |
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**Desired Qualifications / Achievements:**

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| <ul style="list-style-type: none"> <li>HVAC Tech School certificate</li> </ul> | <ul style="list-style-type: none"> <li>EPA Certified</li> </ul> |
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**Essential Functions and Responsibilities:**

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| <ul style="list-style-type: none"> <li>Arrive at jobsite at scheduled time and location as dispatched</li> <li>Relocate from one jobsite to another jobsite as dispatched during the workday</li> <li>Report to dispatcher when arriving and leaving jobsite</li> <li>Operate company vehicle as needed</li> <li>Follow instructions from supervisor and/or dispatcher and carry out in timely manner</li> <li>Report problems with company tools or vehicle promptly</li> <li>Report problems with equipment to Service Dispatcher to expedite parts delivery</li> <li>Communicate with customers and collect C.O.D. on maintenance visits as directed</li> <li>Ability to work staggered schedule if required</li> <li>Maintain professional appearance and attitude at all times</li> <li>Complete all service related forms properly</li> </ul> | <ul style="list-style-type: none"> <li>Inform and educate customers about residential planned maintenance agreements</li> <li>Inform and educate customers on additional products or services available through company</li> <li>Inform customer of replacement options following company guidelines</li> <li>Develop basic knowledge of electrical refrigeration principles</li> <li>Develop basic knowledge of service tools and testing devices</li> <li>Develop soldering skills</li> <li>Develop customer service skills.</li> <li>Perform filter changes utilizing filter checklist paperwork unassisted</li> <li>Develop skills to perform planned maintenance on residential systems utilizing maintenance checklist with assistance of a Service Technician level 3 or higher</li> </ul> |
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<ul style="list-style-type: none"> <li>• Provide all customers with new / renewal maintenance agreement program information</li> </ul>	<ul style="list-style-type: none"> <li>• Other duties as assigned</li> </ul>
<b>Success Factors / Job Competencies:</b>	
<ul style="list-style-type: none"> <li>• Motivated work ethic</li> <li>• Attendance</li> <li>• Demonstrated mechanical aptitude</li> <li>• Positive attitude</li> </ul>	<ul style="list-style-type: none"> <li>• Proficiency in using tools</li> <li>• Excellent communication skills</li> <li>• Strong team player</li> <li>• Willingness to learn</li> </ul>
<b>Physical demands and work environment:</b>	
<p>The physical demands and work environment characteristics 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 enable individuals with disabilities to perform the essential functions.</p>	
<b>Physical Demands:</b>	
<ul style="list-style-type: none"> <li>• While performing the duties of this position, the employee is required to walk, stoop, balance on feet, talk, hear, squat, climb, reach about their head and drive a company vehicle. They will use their hands to finger, handle or feel objects, tools or controls. Employee must occasionally lift and/or move objects weighing 50-100lbs. Use of visions abilities include, close vision, distant vision, color vision, peripheral vision, depth perception and the ability to focus.</li> </ul>	
<b>Work Environment:</b>	
<ul style="list-style-type: none"> <li>• While performing the duties of this position, the employee is exposed to weather conditions at that time. They may be required to be in confined spaces for short periods of time.</li> </ul>	
<b>Performance Standards:</b>	
<p>Certain key business indicators that will measure the effectiveness of this job description. These include the following:</p>	
<ul style="list-style-type: none"> <li>• Billing and efficiency rating of _____</li> </ul>	<ul style="list-style-type: none"> <li>• Average ticket price of \$_____</li> </ul>
<ul style="list-style-type: none"> <li>• Achieve a monthly average revenue goal of \$_____</li> </ul>	<ul style="list-style-type: none"> <li>• Achieve a monthly average revenue goal of \$_____</li> </ul>
<b>Achievements Required for Level 4:</b>	
<ul style="list-style-type: none"> <li>• Passed at minimum 1 NATE Specialty exam</li> </ul>	<ul style="list-style-type: none"> <li>• At minimum 150 accessories sold and/or \$2,500.00 in accessory revenue generated</li> </ul>
<ul style="list-style-type: none"> <li>• Possess standard diagnostic tool set as required by employer</li> </ul>	<ul style="list-style-type: none"> <li>• 100 Maintenance Agreements sold/renewed</li> </ul>
<ul style="list-style-type: none"> <li>• Advance 1 technician in training through 2 levels</li> </ul>	<ul style="list-style-type: none"> <li>• Recommendation for advancement from Field Service Supervisor/ Manager/ Owner</li> </ul>