

COMPANY: ThermFlo, Inc.
POSITION TITLE: HVAC Service Technician
LABOR CATEGORY: Non-Exempt
REPORTS TO: HVAC Field Service Manager
APPROVED BY: Chief Operating Officer
DATE: 06/22/2021

JOB SUMMARY

The HVAC Service Technician performs a variety of skilled and technical tasks in the inspection, repair, preventive maintenance, and modification of HVAC equipment with the goal of striving to deliver legendary customer service while performing work on time, in scope, and within budget.

ESSENTIAL RESPONSIBILITIES

Systems & Process Improvement

- Seeks continuous process improvement. Regularly reevaluates every aspect of the job to find ways to improve.

Customer Service, Sales and Business Development

- Supports efforts to grow sales and enhance our presence in the industry by seeking to provide legendary customer service.
- Supports the Service Sales team and customers with technical assistance, field repair proposals, agreements, costing, profitability, and associated reporting, as needed.
- Analyzes customer conversations to identify sales opportunities.

Operations

- Provides guidance on customer accounts as needed (e.g., quote unit replacement, increase budgeted hours, increase PM frequency, recommend additional services) to manager.
- Regularly connects with manager to discuss ideas, initiatives, and status reports for achieving company and departmental goals and objectives.

Delivery

- Performs preventative maintenance inspections on mechanical equipment to maintain system operation and reliability. Troubleshoots and repairs, as needed.
- Documents work, materials, and time at the completion of each job. Completes all other required job or site-specific documentation, as applicable.
- Serves as competent source of technical information for all related HVAC products and services.
- Provides advice and guidance to customers, sales teams, fellow technicians, and works with Manufacturers as needed to resolve issues.
- Inspects, tests, evaluates, calibrates, and updates HVAC systems that will improve reliability, dependability, and safety.
- Ensures total customer satisfaction by executing the timely and accurate fulfillment of service deliverables, aiming to provide legendary customer service in every exchange.
- Supports 24/7/365 field service operations by serving on the Standby On-Call list.
- Supports team service delivery efforts when needed to support the HVAC field service team. Understands that every player is needed to bring it every day. Communicates lessons learned with the rest of the team.
- Uses experience and judgement to escalate customer issues, as needed.

Employee Training & Development

- Participates in ongoing assessments and skills testing on a regular basis.
- Responsible for creating and self-managing performance-based SMART goals.

Departmental Fleet Delivery

- Manages cost and time-effective completion of Fleet requests including vehicle maintenance, repair, and compliance.
- Immediately reports safety and insurance-related issues and incidents (i.e., accidents, lawsuits, bodily injury, etc.) per policy.

Departmental Field Safety & Compliance Delivery

- Completes Company, customer, and compliance safety training programs, as required.
- Understands and promotes job-specific safety programs, policies, initiatives, and requirements.
- Participates in job site visits and audits.

- Comprehends and adheres to all safety, quality, and Company guidelines specified in the Employee Handbook, the safety policy manuals, quality procedures or any official Company documents.

SECONDARY RESPONSIBILITIES

- Other duties, as assigned.

ESSENTIAL QUALIFICATIONS AND REQUIREMENTS

- **Education and/or Experience:** Requires high school diploma or GED equivalent and a minimum of five (5) years of technical experience related to HVAC field service or related mechanical equipment; or equivalent combination of education and experience. Must be a member of Pipefitters Local 597 in good standing. Ability to receive OSHA-30 certification within first week of starting this position and receive every ten (10) years.
- **Technical Skills:** Knowledge of and ability to test electrical and mechanical components and take equipment readings with various tools and meters to determine appropriate repairs. Ability to correctly select and safely use various applicable hand, power, and specialty tools. Ability to read and interpret blueprints, sketches, and schematics as they relate to HVAC systems, buildings, and utilities services. Ability to accurately sketch, read and understand mechanical, water, gas, or electric piping layouts. Must maintain expertise and technical knowledge by attending continuing education and training as desired and as required by customers, manufacturers, or management.
- **Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- **Reasoning Ability:** Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to prioritize work plans to complete assignments with quality work.
- **Language Skills:** Ability to listen effectively to understand the needs of internal and external customers. Ability to read and interpret documents such as customer specifications, warranties, company standards, and operating and maintenance instructions furnished in written, oral, diagram, or schedule form. Ability to talk with customers, coworkers, and vendors, and appropriately adjust technical content to meet different audience knowledge. Ability to write effectively for electronic communication with customers, coworkers, and vendors. Ability to write and electronically submit regular reports describing work performed.
- **Computer Skills:** Proficient in MS Office Suite (Word, Excel, Outlook) and the NextService Mobile App. Minimum typing speed of 40 words per minute.
- **Physical Demands:** This position requires the ability to: Regularly talk or hear. Frequently stand; walk; use hands to finger, handle, or touch objects, tools, or controls; reach above shoulders; and climb or balance. Occasionally sit; and stoop, kneel, or crouch. Frequently lift and/or move up to fifty (50) pounds and occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- **Work Environment:** While performing the duties of this job, the employee regularly works near moving mechanical parts and in outside weather conditions. The employee frequently works in high, precarious places. The employee is occasionally exposed to risk of electrical shock and vibration. The noise level in the work environment is usually loud.
- **Other Qualifications:** Must be able to provide own basic hand tools. Must be able to transport self and necessary tools and equipment to multiple job sites each day with company-owned vehicle and must have a valid driver's license to do so. Able to work individually and independently, as well as in a team to complete work assignments satisfactorily.
- **Position Type and Expected Hours of Work:** This is a full-time union position, and typical work hours and days are Monday through Friday, 8:00 A.M. to 4:30 P.M. with one thirty (30) minute unpaid lunch. 24/7/365 availability, including nights, weekends, and holidays. Overtime is required as job duties demand.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without prior notice.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above 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.