

SERVICE TECHNICIAN

Plumbing, secondary specialty area AC/Oil

Description: General Service Technician – Service Department

Job Purpose: Provide service for troubleshooting, repairs and preventative maintenance of residential and light commercial plumbing and HVAC systems

This position reports to the Service department manager

Job Duties:

- Serves existing accounts by analyzing work orders; planning daily travel schedule; investigating complaints; conducting tests; resolving problems.
- Establishes service by studying system requirements; ordering and gathering components and parts; completing installation; performing acceptance tests.
- Maintains rapport with customers by examining complaints; identifying solutions; suggesting improved methods and techniques; recommending system improvements.
- Documents service and installation actions by completing forms, reports, logs, and records.
- Maintains customer confidence by keeping service information confidential.
- Updates job knowledge by participating in educational opportunities; reading professional publications.
- Maintains safe and healthy work environment by following standards and procedures; complying with legal regulations.
- Accomplishes operations and organization mission by completing related results as needed.

Skills/Qualifications:

- Field experience in servicing of residential plumbing and HVAC equipment of 3 years
- Valid drivers license
- Ability to work overtime/weekends during peak seasons
- Participates in a regular “on call/duty” rotation for after hours emergency service
- Technical training in plumbing and HVAC repairs/maintenance
- General skills such as: Judgment, Client Relationships, Equipment Maintenance, Reporting Skills, Confidentiality, Quality Focus, Results Driven, Supply Management, Informing Others