

# CHATHAM SHEETMETAL

## JOB TITLE: SERVICE TECHNICIAN

*Primary specialty area Plumbing, secondary specialty area AC/Oil*

**Description:** General Service Technician – Service Department

**JOB SUMMARY:** 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 or General Manager in department manager's absence

### ESSENTIAL JOB FUNCTIONS:

- 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.

### JOB SPECIFICATIONS:

- Field experience in servicing of residential plumbing and HVAC equipment of 3 years
- Valid driver's 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
- Knowledge and proficient use of power hand tools
- **Physical abilities:**
  - Lifting of 20-30 pounds regularly, 50 pounds occasionally
  - Operating hand tools on 4-8 foot ladder
  - Overhead work regularly
  - Bending, standing, squatting, crawling, reaching regularly
- General skills such as: Judgment, Client Relationships, Equipment Maintenance, Reporting Skills, Confidentiality, Quality Focus, Results Driven, Supply Management, Informing Others