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| --- | --- | --- |
| Position Title | Department | Reports to |
|  | Field | [Direct Supervisor] |
| Employment Status | FLSA Status | Effective Date |
| ☐ Temporary ☐ Full-Time ☐ Part-Time | ☐ Non-Exempt ☐ Exempt | [Effective Date] |

About Our Company

[Describe your company. Be sure to include mission and core values.]

Job Summary

The HVAC Technician will be responsible for all aspects of the installation, maintenance, inspection, operation and repair of heating and cooling systems in residential buildings.

Technicians will primarily respond to service calls, but will also do planned maintenance and/or installation as needed. Our company offers on-the-job training and yearly wage increases as your skills develop. Starting pay is determined upon skills and experience.

Essential Duties and Responsibilities

The essential functions include, but are not limited to the following:

* Serving the clients by expertly servicing customers’ entire needs.
* Wear floor savers while in the client’s home and maintain a neat work area when performing a repair or scheduled service.
* Always explain to the client what service you are performing. Explain and show the client how the company provides superior service.
* Install, maintain, modify and repair heating and cooling systems
* Inspect and test components of systems to ensure they are operable and safe
* Conduct heat loss/heat gain calculations to determine the proper size system for a home
* Understand your sales criteria and hold yourself accountable for exceeding revenue goals.
* Establish rapport with clients to sell the right products and services.
* Re-check all repairs and installations after you’ve repaired or replaced it, before leaving the client’s home to ensure everything is working properly and the client knows how to operate the system properly
* Perform a proper inspection of the client’s entire hvac system. Look for ways to prevent future breakdowns.
* Properly use the Pricing Guide.
* Explain the club memberships to the client, giving them an opportunity to join. Maintain an average conversion of at least 25% of non-club members and maintain a 90% renewal rate on existing club members.
* Maintain your truck so that it is neat and clean on the inside and outside at all times. The truck is one of the best billboards that the company has. Park the truck for the maximum impact of the “billboard” when possible.
* Obey the company Code of Ethics and the Team Rules.
* Maintain a clean, organized job site
* Always be safety conscious both on the job and while driving.
* Participate actively in all training exercises, morning meetings and retreats.

Minimum Qualifications

* High school diploma/GED required
* Associate degree preferred but not required
* 5+ years’ experience in the HVAC trade
* Self-starter, reliable, flexibility with hours
* Strong customer service skills
* Must pass random drug testing
* Understanding of the current regulations within the field
* Excellent interpersonal communication skills on a technical level
* Able to work both independently and as part of a team
* General knowledge of power tools and techniques for care and safe use
* Maintain a valid driver’s license and acceptable driving record
* Demonstrable knowledge and skills for HVAC installation, trouble shooting, maintenance and repair of systems and equipment

Physical Demands and Work Environment

**Physical Demands:**

* Climbing up and down on ladders and equipment
* Heavy lifting required (50-75) pounds, ladder work and tight space work required from time to time
* Ability to pick-up a minimum of 25 pounds consistently and carry up to 250 feet unassisted
* Operate handheld power tools
* Wear personal protective equipment
* Ability to work more than 40 hours per work week and up to 12 hours per day

**Working Environment:**

* Work both indoors and outdoors
* Would be exposed to very hot or very cold temperatures
* Will be in proximity to hazardous conditions, equipment, and situations
* Wear safety attire, such as goggles or other protective clothing
* Could be exposed to sounds and noise levels that are uncomfortable and distracting
* Will be exposed to very bright or inadequate lighting conditions
* Ability to climb ladders and work from roofs and scaffolding
* Will work around exposed contaminants
* Must be able to work in cramped work places, such as crawl spaces under floors.

## Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

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| --- | --- |
| Reviewed with employee by: | |
| Name (Print): | Signature: |
| Title: | Date: |
| Received and accepted by: | |
| Name (Print): | Signature: |
| Title: | Date: |

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.

-INTERNAL USE ONLY-

Potential Total Compensation Range: $70K-$110K annually; should be no more than 22% of Total Sales