

## Job Description

**Job Title:** Service Technician

**Work Hours:** 8:00am-5:00pm, Monday – Friday, some overtime, weekends and stand by on call for 24 hour service

**Primary Job Function:** Responsible for diagnosing and repairing HVAC equipment failures and customer home comfort issues. Maintains required levels of truck stock items. Advised Service Manager or Service Dispatcher at such time as the assigned project begins to fall behind average repair times. Works with Service/General Manager and Service Dispatcher on ideas for reducing the cost of service department. Reports to first call as assigned by Service Dispatcher.

**Reports To:** Service/General Manager

**Daily Duties:**

1. Reports directly to first call as assigned
2. Properly diagnoses and repairs HVAC equipment
3. Explains services and policies prior to diagnoses and repair
4. Charge and collect for all work performed, per company policy and procedures.
5. Complete paper work daily, recording all hours and materials used on each job before leaving that site. Turns in all completed paperwork and related forms with revenue to Service Manager or Service dispatcher daily or as directed.
6. Complete quality work on or below budgeted labor hours
7. Make sure that customers are satisfied with services rendered before leaving Site
8. Assist installation or fabrication department, with installs or fabrication as directed by the Service Manager or Service Dispatcher
9. Keep entire work area neat and organized and free of scrap and debris, foot or Fingerprints
10. Contact the office after each service call to be dispatched to the next call, when Necessary
11. Provide customers with information on company's maintenance contracts
12. Provide customers with replacement information on all equipment over 10-15 years of age. Recommend new equipment as viable option to expensive repairs. Forward information to Service Manager for communication to sales.
13. Other duties as assigned
14. Work with Service Dispatcher/Service Manager to maintain regular maintenance on vehicle. Keep vehicle clean, washed and organized to meet monthly inspection requirements.

**Key Performance Indicators:** Certain key business indicators that will measure the effectiveness of the Service Technician. These include the following:

1. Number of calls per day. (Average 3-5 for A/C or Heating)
2. Number of calls not complete in a timely manner

3. Accuracy of paper work, labor hours & materials charged to clients and turned in in a timely, with revenue attached.
4. Number of times Service Manager or Service Dispatcher was not advised that the call was behind schedule.
5. Number of warranty callbacks on workmanship or incorrect diagnosis that are processed for the tech each month.
6. Number of times parts are returned, or installed incorrectly
7. Cleanliness and organization in the customer' home or in the company van.
8. Equipment, tool, or vehicle breaks due to lack of proper maintenance or neglect
9. Number of times that truck stock parts are not on the truck
10. Number of sales lead referrals or spiffs on products sold
11. Number of prepaid Maintenance Contracts sold

Compensation:                   Payscale: \$18-22/hour

Other benefits: all benefits afforded to a full-time employee as per the  
employee handbook.



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