

# Job Description: Residential HVAC Service Technician – Level 2

<b>Job Title:</b>	Residential HVAC Service Technician – Level 2	
<b>Department:</b>	Service	
<b>Reports to:</b>	Service Manager	
<b>FLSA Status:</b>	Non-Exempt	
<b>Classification:</b>	Craft workers	
<b>Work Hours:</b>	7:00am – 4:00pm, some weekends and evenings	
<b>Pay Scale:</b>	\$XX-\$XX / hour	
<b>Position Summary:</b>	To provide maintenance on residential and/or commercial heating and air conditioning systems according to company standards providing the customer with a high quality experience	
<b>Required Qualifications / Achievements:</b>		
<ul style="list-style-type: none"> <li>Valid driver's license</li> <li>EPA Certification</li> <li>Demonstrate willingness to invest in tools used in Service of HVAC equipment</li> <li>Demonstrate willingness to invest time in service training seminars and classes</li> <li>Work from 28' extension ladder and 12' step ladder</li> <li>Meet all qualifications and have all tools required for Service Technician Level 1</li> <li>Demonstrate basic knowledge of service tools and testing devices</li> <li>Insurable driving record</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate ability to perform routine preventative maintenance on residential systems with minimal assistance and supervision</li> <li>Understand benefits of preventative maintenance</li> <li>Demonstrate commitment to developing customer service skills</li> <li>Demonstrate working knowledge of soldering and refrigeration procedure</li> <li>Enroll in classes to acquire Low Voltage Energy License.</li> <li>NATE Core Certification</li> </ul>	
<b>Desired Qualifications / Achievements:</b>		
<ul style="list-style-type: none"> <li>HVAC Tech School Certificate and/ or Equivalent Experience</li> <li>High School Diploma</li> </ul>	<ul style="list-style-type: none"> <li>College Degree</li> <li>EPA Certified</li> <li>NATE Core Certification</li> </ul>	
<b>Essential Functions and Responsibilities:</b>		

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<ul style="list-style-type: none"> <li>• Arrive at jobsite at scheduled time and location as dispatched</li> <li>• Relocate from one jobsite to another jobsite as dispatched during the workday</li> <li>• Report to dispatcher when arriving and leaving jobsite</li> <li>• Purchase / Maintain required tool list for Service Technician Level 2</li> <li>• Operate company vehicle as needed</li> <li>• Follow instructions from supervisor and/or dispatcher and carry out in timely manner</li> <li>• Report problems with company tools or vehicle promptly</li> <li>• Report problems with equipment to Service Dispatcher to expedite parts delivery</li> <li>• Communicate with customers and collect C.O.D. on maintenance and demand service visits as directed</li> <li>• Ability to work staggered schedule if required</li> <li>• Maintain professional appearance and attitude at all times</li> <li>• Complete all service related forms properly</li> <li>• Provide all customers with new / renewal maintenance agreement program information</li> <li>• Inform and educate customers about residential planned maintenance agreements</li> <li>• Acquire residential planned maintenance agreements</li> </ul>	<ul style="list-style-type: none"> <li>• Perform routine preventative maintenance on residential equipment with minimal assistance and supervision, including completion of maintenance checklists in full</li> <li>• Inform and educate customers on additional products or services available through company</li> <li>• Inform customer of replacement options following company guidelines</li> <li>• On call status for emergency service as required</li> <li>• Develop basic knowledge and ability to layout and install low voltage wiring</li> <li>• Develop basic knowledge of diagnostic and troubleshooting techniques</li> <li>• Develop knowledge of proper interpretations of testing devices</li> <li>• Develop soldering skills</li> <li>• Develop enhanced customer service skills.</li> <li>• Perform filter changes utilizing filter checklist paperwork unassisted</li> <li>• Develop skills to perform planned maintenance on light commercial systems utilizing maintenance checklist with assistance of a Service Technician Level 3 or higher</li> <li>• Develop basic knowledge and ability to read and interpret wiring diagrams and blueprints</li> <li>• Other duties as assigned</li> </ul>
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**Success Factors / Job Competencies:**

<ul style="list-style-type: none"> <li>• Motivated work ethic</li> <li>• Attendance</li> <li>• Demonstrated mechanical aptitude</li> <li>• Positive attitude</li> </ul>	<ul style="list-style-type: none"> <li>• Proficiency in using tools</li> <li>• Excellent communication skills</li> <li>• Strong team player</li> <li>• Willingness to learn</li> </ul>
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**Physical demands and work environment:**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may enable individuals with disabilities to perform the essential functions.

**Physical Demands:**

- While performing the duties of this position, the employee is required to walk, stoop, balance on feet, talk, hear, squat, climb, reach about their head and drive a company vehicle. They will use their hands to finger, handle or feel objects, tools or controls. Employee must occasionally lift and/or move objects weighing 50-100lbs. Use of vision abilities include, close vision, distant vision, color vision, peripheral vision, depth perception and the ability to focus.

**Work Environment:**



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- While performing the duties of this position, the employee is exposed to weather conditions at that time. They may be required to be in confined spaces for short periods of time.

### Performance Standards:

Certain key business indicators that will measure the effectiveness of this job description. These include the following:

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| <ul style="list-style-type: none"> <li>• A ratio of _____ as related to the number of qualified sales leads turned over each month per billable service call</li> </ul> | <ul style="list-style-type: none"> <li>• Acquire new residential maintenance agreements @ _____% conversion rate or higher.</li> </ul> |
| <ul style="list-style-type: none"> <li>• A ratio of _____ as related to additional products and services purchased by clients per billable service call</li> </ul>      | <ul style="list-style-type: none"> <li>• Renew residential maintenance agreements @ _____% or higher.</li> </ul>                       |
| <ul style="list-style-type: none"> <li>• Callback ratio equal to or less than _____</li> </ul>  | <ul style="list-style-type: none"> <li>• Customer compliments or complaints.</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Legible and complete paperwork.</li> </ul>   |  |

### Achievements Required for Level 3:

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| <ul style="list-style-type: none"> <li>• Passed NATE's Core Exam</li> </ul>  | <ul style="list-style-type: none"> <li>• Achieving average monthly revenue goal of \$_____.</li> </ul>  |
| <ul style="list-style-type: none"> <li>• 50 accessory's sold and/or \$2,500.00 in accessory revenue generated</li> </ul> | <ul style="list-style-type: none"> <li>• Successful demonstration of Level 2 Essential Job Functions and Responsibilities as outlined in the Job Description</li> </ul> |
| <ul style="list-style-type: none"> <li>• 40 Maintenance Agreements sold/ renewed</li> </ul>                              | <ul style="list-style-type: none"> <li>• Meet or exceed all Performance Standards required of the Level 2 Technician as outlined in the Job Description</li> </ul>      |
| <ul style="list-style-type: none"> <li>• Billing &amp; Efficiency rating of _____.</li> </ul>                            | <ul style="list-style-type: none"> <li>• Recommendation for advancement from Field Training Supervisor (FTS)</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Average ticket price of \$_____.</li> </ul>                                     |   |