



Position Description

Date: November, 2003

Revision Date:	July 2009; June 2010
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Position Title: Service Technician

Reports To: Retail Manager

Performance Factors Level:

<i>Customer Focus</i>	2	<i>Communication</i>	2	<i>Leadership</i>	2
<i>Teamwork</i>	2	<i>Initiative</i>	2		
<i>Innovation</i>	2	<i>Quality Focus</i>	2		

	Time
<i>Development/Learning Curve:</i>	18 Months

Responsible for:

Services, installs, maintain and repair stationary furnaces and appliances, and sets propane tanks in homes and commercial establishments.

Key Accountabilities & Duties:

Broad Scope

- Meets assigned goals for billable hours, callbacks, and sales.
- Maintains personal image and company equipment to required specifications.
- Works required hours based on seasonality of calls and sales cycle.
- Assists in installation procedures.
- Responds to “on-call” duties as required.
- As required, attends relative seminars addressing technical procedures of heating and air conditioning systems.
- Other duties as assigned.



Position Description

Direct reports: None

Internal Relationships: Shall maintain internal relationships necessary to achieve purpose of position and desired results.

External Contacts: Shall maintain necessary job related external contacts to assure satisfactory results.

Authority: Has full authority to carry out the above responsibilities as delegated by Retail Manager.

Date Approved

General Manager



Position Description

Position Specifications for:

SERVICE TECHNICIAN

EDUCATION – One year of college or technical school; or high school diploma/GED and 12 months related experience and/or training.

EXPERIENCE – Twelve months related experience and/or training.

KNOWLEDGE – To perform this job successfully, an individual must be able to perform the essential duties satisfactorily.

ATTITUDE – Must have a positive, open mind and considerate attitude toward the responsibilities of the position. Must be a self-starter. Must have an attitude of neatness, timeliness, orderliness and accuracy toward the job. Must possess a very conscientious attitude toward record keeping.

PERSONAL CHARACTERISTICS – Must be of high moral integrity, pleasing personality and possess good personal habits. Must be able to retain information of a confidential nature. Must be able to project a good public image. Must be able to function cooperatively with peers as a team member to meet departmental and system objectives.

ABILITIES AND SKILLS – Must have ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Must have ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent. Ability to resolve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

WORKING CONDITIONS – Normal working conditions and hours of 8:00 a.m. until 5:00 p.m. Some irregular working hours may be required. Must be available for work during adverse weather conditions. While performing the duties of this job, the employee is regularly required to stand, use hands to finger, handle, and reach with hands and arms. The employee is frequently required to walk and stoop, kneel, crouch, or crawl. The employee is occasionally required to sit and climb or balance. The employee must frequently lift and/or move up to 50 lbs, and occasionally lift and/or move up to 100 lbs. While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, outside weather conditions, extreme cold, and risk of electrical shock.



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WORK REQUIREMENTS – Various HVAC certificates as related to necessary job requirements. CTCP certification preferred. Must have valid Commercial Driver's License - Class B or be able to attain one in 90 days with good driving record.

EXEMPT STATUS – This position is non-exempt as defined by the Fair Labor Standards Act as amended.

NON-DISCRIMINATION - This position shall be filled on the basis of qualification and ability to perform the essential functions of the job and without regard to race, religion, color, sex, age or national origin.