



HVAC Installer

Department:	Operations	Job Status:	Full time
FLSA Status:	Non-exempt	Reports to:	Derek Jones
Work Schedule:	M-F with time on-call	Amount of travel:	Moderate - Extensive
Location:	Various	Date Modified:	07/12/2022

Position Summary

An HVAC Installer works on a crew to install, and repair heating, ventilation, air conditioning (HVAC) and refrigeration systems on residential and commercial jobsites. The technician is to complete assigned work orders of installation in the most efficient and cost-effective manner to meet all customer requirements on-time, every time, and within budget.

Essential Functions

- Actively utilize the dispatch application throughout the day. Immediately report any errors to dispatch or the Director of Operations. Complete work orders with all available information (parts used, equipment fault, equipment model number, serial numbers, time spent at jobsite, etc.)
- Practice open communication with the subordinates and superior management. Ensure that there are excellent working relationships and communication channels between you and the office staff to maintain a good industrial relations climate.
- Perform all work scheduled, in a professional manner, within the expected or budgeted times and according to the company's quality and safety standards.
- Report to work neat, clean and in proper uniform when on duty, always be aware of the customer's home and wear shoe covers.
- Introduce yourself to the customer, complete the installation, and function as a trainer for customers and home owners who may need instruction of the operation of their new system.
- Inspects and test newly installed system to verify system compliance with plans and specifications and to detect and locate malfunctions.
- Maintain truck inventory of parts, return defective parts in warranty to shop, and restock truck to minimum stock levels.
- Implement proper Tools Control and be accountable for all tools and equipment assigned to you. Utilize the tool crib and established process as needed for tools and equipment that are shared amongst all technicians. "A Place for Everything and Everything in its Place". Make recommendations for replacement or repairs as required.
- Maintain the Company vehicle assigned to you, in a neat profession condition.
- Train entry-level technicians/apprentices and any staff under your control to ensure they have all the required inputs to do their duties in a safe and professional manner. Assist with training programs on a periodic basis.

- Project a favorable image of the company at all times.
- *The company reserves the right to add or change duties to meet the evolving demands of the Company.

Non-essential Functions

- Investigate, analyze and identify the root cause of problems encountered in the daily operations and working together with your peer and staff; take the necessary corrective and preventive actions to resolve internal Company problems.
- Take prompt action to respond to all complaints/concerns/collection requests.
- Memorize and abide by the core values of Gudorf's: Safety, Integrity, Respect, Accountability, and Adaptability.

Position Qualifications

- Mechanical Aptitude - the capacity to apply simple mechanical and physical principles. In other words, it describes a person's ability to figure out how objects work and move, alone and in relation to other objects.
- Mathematical Aptitude – an increased level of intellect or quickness to learn mathematical equations and the ability to problem solve quickly in a real situation.
- Computer Literacy - the knowledge and ability to utilize computers and related technology efficiently.
- Time management – the process of planning and exercising conscious control of time spent on specific activities, especially to increase effectiveness, efficiency, and productivity.
- Customer Service – Handles customer questions and complaints, communicates with customers, handles service problems politely and efficiently, always available for customers, understands company products and services, maintains pleasant and professional image.
- Safety – Always having a mind of being safe. Prevent injury or hazardous conditions.
- Integrity/Ethics – Deals with others in a cordial and honest manner, maintains confidentiality, supports company values, and conveys communications in a positive manner.
- Respect – Being aware and acting upon the feelings, wishes, rights, or traditions of customers and coworkers.
- Accountability – Taking responsibility for your actions and being available when needed.
- Adaptability/Flexibility – Adapt to change, is open to new ideas, takes on new responsibilities, handles pressure, and adjusts plans to meet changing needs.
- Productivity – Manages a fair workload, prioritizes tasks, develops good work procedures, manages time well, and handles information flow.

Required Education and Experience

- Required Education: High School Diploma or equivalent with additional hands-on training working with various mechanical equipment.
- Preferred Education: Industry specific certifications, licenses, and/or a minimum Associates degree in a compatible field of study with 1-2 years hands-on training in the HVAC, Plumbing, and/or Electrical industry.
- Required Experience: A minimum of 2 years in service/installation of the HVAC, plumbing, and/or electrical industry.

Benefits of Position

Full-time schedule with a standard 47.5 hour week. (30 minutes daily is allotted for lunch)

Upon completion of an Introductory Period of 90 days or upon Full-time hire.

- Informal wage increase on an individual basis
- Elective Vision and Dental Insurance
- Elective Supplemental Insurance
- Paid Holidays
- Vacation days begin to accrue

At Will Employment

All employment with Gudorf Plumbing, Heating, Cooling, and Electrical is "at will" since no contract of employment exists. This means that you may terminate your employment at any time. It also means that Gudorf's can terminate your employment, at any time, with or without notice or cause. While the Company generally adheres to progressive discipline, it is not bound or obligated to do so. Again, in the company's sole discretion, you may be terminated at any time, with or without notice or cause. Our employees have the right to participate in concerted activities to improve their working conditions.

Acknowledgment

This job description has been designed to indicate the general nature and level of work performed by employee within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role. It is understood that any other duties assigned by the employee's manager will be accepted and done to the best of their ability.

Employee

Date

President

Date