



Service Technician

Department:	Operations	Job Status:	Full time
FLSA Status:	Non-exempt	Reports to:	Michael Gudorf
Work Schedule:	M-F	Amount of travel:	Moderate - Extensive
Location:	Various	Date Modified:	11/19/2019

Position Summary

A Service Technician works independently or on a team to install, maintain, and repair heating, ventilation, air conditioning (HVAC), refrigeration, plumbing, and/or electrical systems on residential and commercial jobsites. The technician is to complete assigned work orders in service, installation, and maintenance, 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, troubleshoot the call, and give the customer an explanation of the found issue as well as an estimate of cost to make the repair, replace parts and repair equipment as the customer had requested.
- Function as a trainer for customers and home owners in the event that new equipment was installed.
- Upsell any potential sales opportunity encountered or direct the sales lead to the Sales Representative.

- Keep office staff informed of your whereabouts at all times. Although the dispatch software and GPS tracking are useful tools for everyone to stay informed of your whereabouts, you must inform the Director of Operations if it is necessary for you to make extra stops or if you have any personal obligations for the day.
- 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 professional 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.
- Work emergency schedules as required to answer service calls at night or on weekends. Respond promptly to telephone inquiries and other contacts with customers and peers.
- *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.
- Computer Literacy
- Customer Service Attitude
- Safety Awareness – Always having a mind of being safe. Prevent injury or hazardous conditions.

- Maintain a valid Driver's License approved by Gudorf's insurance provider.
- 50lb lifting capacity.
- Maintain an acceptable background screening.

Required Education and Experience

- Required Education: High School Diploma or equivalent with additional hands-on training working as a technician.
- 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/installations of the HVAC, plumbing, and/or electrical service business.

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.

- Informal wage increases on an individual basis
- Elective Vision and Dental Insurance
- Elective Supplemental Insurance
- Elective HSA account
- 401K with a company match
- Paid Holidays
- Vacation days begin to accrual (Birthday Bonus PTO)

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