

Job title: *HVAC Technician*

Salary Grade:	<i>Non-Exempt</i>
Reports to:	<i>HVAC Technician</i>
Date Created:	<i>May 12, 2019</i>

Job Summary

The HVAC Technician is responsible to diagnose, install, service and repair residential and light commercial heating and air conditioning systems. Perform inspections and test systems to verify plan and specification standards of compliance. Prioritize and complete tasks in a timely manner.

Essential Functions

- Performs repairs and preventative maintenance to include but not limited to HVAC, temperature control and humidification systems.
- Ensure that tools and equipment are in good working order.
- Maintain truck and communicate spare parts inventory requirements. Identifies equipment needs, parts and supplies, and maintain adequate inventory.
- Drive a Customer Centric Culture by engaging in respectful, consistent communication with our customers while striving to promote outstanding customer service.
- Communicate opportunities for SOP improvement to the Owner.
- Display a professional and courteous attitude to co-workers, managers and the general public at all times. This includes operating company vehicle safely and in accordance with all applicable laws of the road, reporting to the assigned job site in uniform and beginning work at the designated start time, immediately reporting any accidents/injuries.
- Strict adherence to safety requirements and procedures as outlined in the Policies, Programs & Procedures Manual.
- Willingness to work in a team environment and assist co-workers or managers with other duties as required.
- Adhere to the Code of Business Ethics policy and procedure is essential. We value honesty and integrity above all else and we expect our employees to be committed to the highest ethical standards.
- Resolve customer complaints or answer customers' questions regarding policies and procedures.
- Reads and interprets blueprints and schematic drawings.
- Keeps work area clean and organized.
- Keeps tools and equipment in proper working order.
- Documents completed work and turn in daily, either at the end of the day or first thing the following morning.
- Knows and adheres to safety codes and regulatory agency requirements.
- Establishes and maintains courteous and cooperative relations with staff, vendors and customers. Provides clear communication to appropriate parties and prioritizes workload to meet deadlines.
- May perform other duties as assigned or requested.

Competencies

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- Initiative
- Work and Time Management
- Decision Making
- Communication proficiency
- Planning and Organization skills
- Problem analysis assessment
- Judgment and problem solving
- Attention to detail and high level of accuracy
- Microsoft office, outlook, computer skills
- Proficient in use of all job related tools and test equipment in a safe and efficient manner.
- Customer Service: Manages difficult or emotional customer situations; responds promptly to customer needs; responds to requests for service and assistance; meets commitments.
- Cost Consciousness: Works within approved budget; conserves organizational resources.
- Professionalism: Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments
- Quality: Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Quantity: Meets productivity standards; completes work in a timely manner; strives to increase productivity.
- A personal presence which is characterized by a sense of honesty, integrity and caring with the ability to inspire and motivate others to promote the philosophy, mission, vision, goals and values of Air Source Heating & Air Conditioning.
- Must display good verbal and written communication skills, and be able to professionally receive and follow oral instructions.
- Safety: Observes safety procedures; uses appropriate personal protective equipment; determines appropriate action beyond guidelines; reports unsafe conditions.

Work Environment

This job operates in both the indoor and outdoor environment and is exposed to changing conditions. While performing the duties of this job, the employee is exposed to high noise levels in the work environment. The employee is occasionally exposed to grease, lubricants, hazardous chemicals, and other contaminants, electric shock, moving parts and high/precarious places. Frequently exposed to wet and/or humid conditions; and moving mechanical parts.

Physical Demands

The physical demands 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 be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee will use hands to use tools to repair, install and service HVAC systems.

- Frequently required to carry or lift up to 75 pounds.
- Occasionally required to carry or lift items with help weighing up to 400 pounds for short distances.
- Frequently required to stand, walk, crawl and squat.

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- Frequently required to stand in a stationary position.
- Frequently performs activities that require stooping, bending and reaching, squatting, balancing, and trunk twisting throughout the day.
- Frequently required to climb and work from ladders.
- Frequently required to work a crawl spaces and attics.
- Constantly able to communicate verbally and in written form.
- Frequently able to detect and discern both loud and soft sounds such as phone calls and customer questions.
- Frequently able to use near vision for viewing computer monitor and written materials.
- Occasionally required to detect unusual odors that could indicate environmental issues.

Position Type/Expected Hours of Work

This is a full time position and hours of work and days are Monday through Friday. 8:00 a.m. – 5:00 p.m. Overtime is occasionally required as needed

Required Education and Experience

- Education – high school diploma or an approved GED
- Completed an apprentice program and or graduated from a certified HVAC trade school
- Current City of Wichita Journeyman HVAC License
- Valid Driver's License, and insurable.
- Must hold state specific HVAC mechanic license and be certified for CFC refrigerant recovery
- 4+ years experience in HVAC trade skill set
- Able to meet the demands of a small business environment
- Capable of brazing, soldering, welding, sheet metal work, gas piping and electrical work.
- Able to take direction, to work with minimal supervision and to function cooperatively as a part of a team
- Attention to detail, a pride in delivering excellent service, organization, and high levels of energy and endurance
- Ability to plan and organize work and understand importance of priority of work tasks and the willingness to perform all assigned tasks
- Willingness to continue training to maintain knowledge in the latest equipment and technologies in assigned duties
- Ability and willingness to work rotational shift, if necessary, including days, evenings, nights as well as overtime weekends and holidays as required.

Qualifications Experience

- Able to use computer including Microsoft Office and Outlook
- Strong written and verbal communication skills.
- Strong organizational skills with a focus on detail.
- Ability to meet deadlines, exercise good business judgment, prioritize assignments, juggle multiple tasks simultaneously.
- Ability to work independently with minimal supervision.
- Possesses Good time management, communication, and follow-up skills.
- Ability to work well under pressure and meet deadlines.
- Must have ability to effectively communicate with peers, coworkers, supervisors, and employees of all

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levels in a professional, courteous manner.

Other Duties

Please note this job description is not designed to cover or contain every activity, duty or responsibility required of this position. Duties, responsibilities and activities may change at any time without notice.

Signatures

This job description has been approved by management:

Owner: _____

HR: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee: _____ Date: _____

Air Source Heating & Air Conditioning is an Equal Employment Opportunity (EEO) employer. Applicants receive fair and impartial consideration without regard to race, sex, color, religion, national origin, age, disability, veteran status, genetic data, religion or other legally protected status.