

**Job title:** *HVAC Technician Apprentice*

<b>Salary Grade:</b>	<i>Non-Exempt</i>
<b>Reports to:</b>	<i>HVAC Lead Technician</i>
<b>Date Created:</b>	<i>March 19, 2019</i>

**Job Summary**

Responsible for assisting HVAC Technicians in the installation and repair of environmental control systems, utilizing knowledge of refrigeration theory, control systems, pipe fitting, and structural layouts.

**Essential Functions**

- Assists in servicing products and equipment on assigned projects and ensuring customer satisfaction.
- Uses a variety of hand tools, following wiring diagrams or product specifications, to mount, assemble, and repair units.
- Uses power tools and computers.
- Identifies, analyzes, and repairs equipment at a customer's location.
- Performs preventive maintenance, site surveys, installations, and modifications as needed or requested by customers, HVAC Technicians, or HVAC Technician Lead.
- Maintains stock of inventory, company equipment, and documents all service-related activities (including report writing).
- Works under the guidance of an experienced HVAC Technician while on assignments.
- Determines parts to order for repairs and timeliness of need.
- Delivers parts to job sites, as necessary.
- Flexibility to work overtime/weekends, as required.
- Ensure that tools and equipment are in good working order.
- 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.
- Keeps work area clean and organized.
- Knows and adheres to safety codes and regulatory agency requirements.
- Provides clear communication to appropriate parties and prioritizes workload to meet deadlines.
- Drive a Customer Centric Culture by engaging in respectful, consistent communication with our customers while striving to promote outstanding customer service.
- 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.
- May perform other duties as assigned or requested.

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## **Competencies**

- Initiative
- Work and Time Management
- Decision Making
- Communication proficiency
- Planning and Organization skills
- Judgment and problem solving
- Attention to detail and high level of accuracy
- 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 All Right 72 Degrees HVAC.
- 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 includes working in heights and on ladders. 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 use near vision for viewing phone screen for work related activity 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 entry level position and hours of work and days are Monday through Friday. 8:00 a.m. – p.m.

Overtime is occasionally required as needed

### **Required Education and Experience**

Typically requires technical school with a certificate in Heating, Ventilation, and Air Conditioning; or six months to one year related experience and/or training; or equivalent combination of education and experience.

- Education – high school diploma or an approved GED
- Valid Driver's License, and insurable.
- 1+ years field experience in HVAC or trade school.
- 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
- 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 smart phone and learn company applications ie mhelp and calendar.
- Good 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:

Lead  
Supervisor: \_\_\_\_\_

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.**