



<b>Job title</b>	<i>Service Technician</i>
<b>Reports to</b>	<i>Service Manager</i>

### **Job Purpose**

The Service Technician is responsible for serving customers by installing and servicing systems and products for Osceola Air.

### **Job Summary**

The Service Technician performs maintenance and/or installation for HVAC/R equipment, duct systems, fittings, grilles/registers/diffusers, controls, and related equipment. Performs other duties/tasks as required.

### **Detailed Responsibility**

Completes approved maintenance for HVAC/R equipment within industry standard hours per maintenance pricing guide.

Identifies potential problems during maintenance that might affect current or future system performance. Provides customers with information on new equipment when existing equipment exceeds 10 years of age or is in generally poor condition.

Presents findings and options to customers, providing advice as needed/requested. Provides customers with information and pricing on service agreements, accessories, and other comfort improvements.

Picks up parts from supply houses/office and delivers to technicians in the field as needed.

Identifies and suggests opportunities for quality and cost improvements.

Maintains a clean equipment/work area. Maintains a clean and serviced company vehicle in accordance with company policy. Performs/assists with maintenance and service/repair work as needed.

Verifies correct operation of all maintained customer equipment. Demonstrates and provides training for customer, as requested.

Ensures complete customer satisfaction and/or salesperson/supervisor sign-off upon completion of work.

Completes all paperwork required by management and records hours and all materials used. Collects for performed work, as applicable. Returns all unused material and inventory.

Provides customers with information and pricing on service agreements, accessories, and other comfort improvements.

### Qualifications

Qualifications include:

- EPA certified for all R22
- Valid drivers license
- Clean driving and criminal records as required by state laws for home service companies and by company insurance carrier(s)
- Ability to lift 100 pounds
- Standard technician tools
- ICE/NATE certification preferred
- Neat, clean, professional appearance.

### Physical Requirements

Job is physically demanding, requiring standing for extended periods of time, lifting heavy objects on a regular basis, and doing repetitive tasks with few breaks, working outdoors in all types of weather, working with challenging clients, and working in tight or cramped spaces for long periods of time.

### Direct Reports

One or more apprentice technicians may report to this position for long and short-term periods.

<b>Approved by:</b>	<i>Signature of the person with the authority to approve the job description</i>
<b>Date approved:</b>	<i>Date upon which the job description was approved</i>
<b>Reviewed:</b>	<i>Date when the job description was last reviewed</i>

*By signing below, I acknowledge that I understand and agree to perform the duties described herein to the best of my ability, with or without accommodation, with honesty and integrity.*

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*Ideally, a job description should be reviewed annually and updated as often as necessary.*