

Northside A/C Job Description for Service Tech Level 1

Summary- The Service Technician Level 1 is a beginning skill position involved in the diagnosis, repair, servicing and installation of heating and air conditioning equipment and systems. Although not proficient in all systems and products, this technician will have the ability to work independently in defined systems. The technician 1 will be required to work independently on simple to complex tasks involved with the cleaning, testing, and installing of parts and systems. Additionally, the Tech 1 shall have the capabilities to advance the quality of service. This position may include assisting more experienced techs, or independently completing simple to complex tasks. This position may also include transporting of materials to and from a jobsite.

Required Qualifications

- Demonstrate mechanical aptitude
- Valid Texas driver's license
- Willingness to invest time in training seminars and classes
- Operate power and hand tools safely
- Knowledge of service tools and testing devices
- Perform filter changes and do filter checklists unassisted
- Follow directions as given
- Work from A-frame or extension ladders
- Intermediate customer service skills
- High School diploma or equivalent
- Enrollment or completion of HVAC trade school or college
- Must exhibit integrity, honesty and a personal time efficiency
- Must be able to read and write English at the High School level
- Must be able to accurately count items and perform basic mathematical functions
- Must hear and talk well enough to communicate effectively
- Must see well enough to read blueprints, sketches, schedules, documents, etc.
- Must be able to distinguish the color of items such as wire, tanks, lights, etc.
- Must provide hand and power tools as listed for Service Technician 1
- Layout and install low voltage wiring
- Read and interpret wiring diagrams and blueprints
- Interpret testing devices
- Rotate On-Call status for emergency service as required
- Understand and communicate the benefits of preventive maintenance
- Layout and install refrigerant piping
- Diagnose most system problem, recommend repairs, and perform repairs
- Troubleshoot equipment, and make repair replace decisions
- Ability to interface with unhappy or irate customers
- 1-3 years of Service experience

Duties, roles, and responsibilities

- Arrive at jobsite at scheduled time and location as dispatched
- Relocate from one jobsite to another job site as dispatched throughout the workday
- Report to dispatcher when arriving and leaving jobsite
- Operate company vehicle as needed
- Follow instructions and carry out in timely manner
- Report problems with company tools or vehicles promptly
- Report problems with equipment to dispatcher to expedite parts delivery
- Purchase required tools as listed
- Must be able to work the schedule available, including overtime
- Maintain professional appearance at all times
- Complete all warranty and service related forms properly.
- Clean and maintain company owned vehicles and drive in a safe manner
- EPA certification Type II or Universal
- Perform planned maintenance with assistance of a higher level tech
- Communicate with customers and collect C.O.D. on service calls
- Demonstrate working knowledge of soldering and refrigeration procedures
- Perform routine maintenance on residential and light commercial equipment with minimum assistance and supervision, including completion of Checklist sheets and building diagrams with unit locations.
- Perform equipment Startup properly with minimum assistance and supervision, including completion of checklist sheets
- Beginning knowledge of HVAC building code compliance
- Estimate cost of repair or service
- Maintain truck inventory
- Will be judged on accuracy, quality of workmanship, and speed of service calls
- Must maintain a 90 average of Customer Satisfaction
- All other assigned duties

Basic call responsibilities

DIAGNOSE

SUGGEST REPAIR

REPAIR

COLLECT

RECOMMEND

COMPLETE INVOICE

AND TIME SHEET

Compensation/Benefits

Position pay range

- \$ 10.00 to \$ 14.00 per hour, based on skills, experience, performance and ongoing training attendance

Additional compensation

- Commissions for equipment sales

Medical insurance

- Medical insurance, 90 days after starting (100% contribution from Northside for employee)

Tool purchase program

- Purchases of personal tools through payroll deduction

Training and Education

- Periodic training from various equipment manufacturers, local utilities, national associations
- Northside Air Conditioning's in house training programs, both mandatory and voluntary

Simple IRA

- Eligibility for IRA plan at (1) year anniversary
- Company contributions up to 50%

Vacations and Holidays

- One (1) week after first complete year
- Two (2) weeks after second complete year
- Flex time
- Six (6) paid holidays after 90 days
 - New year's Day Fourth of July
 - Thanksgiving Day Christmas Day
 - Memorial Day Labor Day

**I accept and understand all items covered by this duties listing.
I also agree that management retains the right to change this duties
and tasks list at any time.**

Service tech

date

Manager