

Employee:

Job Title: Journeyman Service Technician

Work Hours: 7:30 – 4:00, Monday through Friday, some overtime, weekends.

Primary Job Function: Responsible for diagnosing and repairing HVAC equipment failures and customer home comfort issues. Selects the appropriate diagnostic and repair charges from the flat rate book per company policy. Maintains required levels of truck stock items. Advises Operations Manager or Service Dispatcher if/when the assigned project begins to fall behind average repair times. Works with Operations Manager and Service Dispatcher on ideas for reducing the cost-of-service department.

Qualifications: Must have a valid drivers license. Must be insurable. Must have 06A or 06B license. Must have EPA and Seattle Refrigerant license.

Point of contact: Service Dispatcher

Daily Duties:

1. Reports directly to first call of the day.
2. Properly diagnose and repair HVAC equipment.
3. Explains services and policies prior to diagnostic and repair.
4. Charge and collect for all work performed, per company policy and procedures.
5. Complete paperwork daily, recording all hours and materials used on each job before leaving that site. Turns in all completed paperwork and related forms with revenue to Office daily or as directed.
6. Complete quality work on or below budgeted labor hours, per flat rate book.
7. Make sure that customers are satisfied with services rendered before leaving site.
8. Assist installation or fabrication department, with installs or fabrication as directed by the Operations Manager or Service Dispatcher.
9. Keep entire work area neat and organized and free of scrap and debris, foot or fingerprints.
10. Contact the office after each service call to be dispatched to the next call.
11. Provide customers with information on company's maintenance contracts.
12. Provide customers with information on new equipment. Recommend new equipment as a viable option to expensive repairs. Provide quote per Flat rate specs.

Performance Indicators: Certain key business indicators that will measure the effectiveness of the Journeyman Service Technician. These include the following:

1. Number of calls per day. (Average 4 to 6 for A/C or 6 to 8 for Heating).
2. Number of calls completed in a timely manner.
3. Accuracy of paperwork, labor hours & materials charged to clients and turned in timely, with revenue attached.
4. Number of times Operations Manager or Service Dispatcher was not advised that the call was behind schedule.
5. Number of warranty callbacks on workmanship or incorrect diagnosis that are processed for the tech each month.
6. Number of times parts are returned or installed incorrectly.
7. Cleanliness and organization in the customers' home or in the company van.
8. Equipment, tool, or vehicle breaks due to lack of proper maintenance or neglect.
9. Number of times that truck stock parts are not on the truck.
10. Number of sales lead referrals or spiffs on product sold.
11. Number of prepaid Maintenance Contracts sold.