# Job Description:
**Service Technician - Level 1**

**Job Title:** Service Technician – Level 1  
**Work Hours:** 8:00am to 4:00pm, with 1 hour lunch; some weekends and evenings  
**Primary Job Function:** To provide maintenance on residential heating and air conditioning systems according to company standards providing the customer with a high quality experience.  
**Reports to:** Service Manager

**Required Qualifications:**
- Valid driver’s license and clean MVR.
- Must be able to pass a background check.
- Must be drug-free and able to pass entrance and random drug screenings.
- Demonstrate willingness to invest in tools used in the service of HVAC equipment.
- Demonstrate willingness to invest time in service training seminars and classes.
- Ability to follow Safety Guidelines:
  - Safely work with heights and in tight working conditions from extension and step ladders.
  - Ability to operate power and hand tools safely.
  - Ability to use safe lifting procedures.
  - Ability to use full range of body motion: climbing, balancing, stooping, kneeling, reaching, lifting, bending and twisting.
  - Ability to safely install/repair gas lines, fittings.
  - Ability to safely and responsibly install/repair refrigerant lines.
  - Operate AMI vehicles safely.
- Enroll in HVAC course and/or in house training programs.
- Ability to follow written and verbal directions as given.
- Demonstrate commitment to developing customer service skills.
- Acquire EPA certification within 3 months of entering Service Technician Level 1.
- Demonstrate mechanical aptitude.
- Duct Cleaning/Gas Tree Construction/General Building Maintenance may be required as needed.
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Daily, Weekly, Monthly, Yearly Duties:

- Purchase required tools as listed for Service Technician Level 1
- Arrive at jobsite at scheduled time and location as dispatched
- Relocate from one jobsite to another jobsite as dispatched during the workday
- Report to dispatcher when arriving and leaving jobsite
- Operate company vehicle as needed
- Follow instructions from supervisor and/or dispatcher and carry out in timely manner
- Report problems with company tools or vehicle promptly
- Report problems with equipment to Service Dispatcher to expedite parts delivery
- Communicate with customers and collect C.O.D. on maintenance visits as directed
- Ability to work staggered schedule if required
- Maintain professional appearance and attitude at all times
- Complete all service related forms properly
- Provide all customers with new / renewal maintenance agreement program information
- Acquire residential planned maintenance agreements
- Inform and educate customers on additional products or services available through company
- Inform customer of replacement options following company guidelines
- Develop basic knowledge of electrical refrigeration principles
- Develop basic knowledge of service tools and testing devices
- Develop soldering skills
- Develop customer service skills.
- Perform filter changes utilizing filter checklist paperwork unassisted
- Develop skills to perform planned maintenance on residential systems utilizing maintenance checklist with assistance of a Service Technician level 3 or higher
- Other duties as assigned

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

- Billing & Efficiency rating of ______.
- Average ticket price of $______.
- Achieving average monthly revenue goal of $______.
- Number of qualified sales leads turned over each month.
- Number of additional products and services sold to customer
- Acquire new residential maintenance agreements @ _____% conversion rate or higher.
- Renew residential maintenance agreements @ ____% or higher.
- Customer compliments or complaints.
- Legible and complete paperwork.
- Callback % less than ______
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Working Conditions:
Varying work conditions exist with this position. Uncontrolled environments included with this position are: Job Sites in various phases of construction, Highways/Roadways used with Company Vehicles, Homes owned by Customers including various and intrinsic hazards, Exposure to Weather Conditions. Controlled Environment includes the Air Mechanical Shops/Offices/Warehouses which are maintained in a safe manner.

Acknowledgement:

I have read and understand this job description and fully understand the requirements set forth herein. I accept the position and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. I understand that this job description is not an employment contract, and that it may be changed at any time based on business needs.

Signature: ________________________________ Date: ________________
Employee

Signature: ________________________________ Date: ________________
Company Representative

Air Mechanical Inc. is an Equal Opportunity Employer. This company does not and will not discriminate in employment and personnel practices on the basis of race, sex, age, handicap, religion, national origin or any other basis prohibited by applicable law. Hiring, transferring and promotion practices are performed without regard to the above listed items.