

Position Title: INSTALLATION TECHNICIAN

Reports to: Installation Manager

1. Summary of Duties:

The Installation Technician reports to the Installation Manager and is responsible for performing a range of HVACR installation jobs for commercial, and residential customers. Customer-based activities require an individual possessing traits of decisiveness, initiative, tact, judgment, integrity, dependability, and the ability to communicate in a technically credible manner. Job-related contact can occur with virtually all demographic groups, with the majority of working contacts being customers, other Green Valley Cooling & Heating technicians, the Installation Manager and the Sales Manger.

Representative duties include:

Serving as a member of the Installation Department teams which are organized to conduct HVACR installation jobs in an efficient and timely manner.

Performing routine HVACR installation activities without direct oversight or on-site assistance.

Assisting Senior Installation Technicians in training of new Green Valley Cooling & Heating employees on installation related subjects, including callback prevention and installation protocols.

Conducting point-of-work sales of unit components, unit replacements, add-on units, and referrals for the Green Valley Cooling & Heating sales staff.

Conducting non-installation work in support of the Service Departments, as assigned.

Performing related duties as directed by the Installation Manager.

2. Job Qualifications:

High school graduate and graduate of a post-secondary HVACR program of instruction of two or more years in duration.

One or more years of successful and full-time HVACR experience, either as a service or commercial installation technician.

Good oral and reading skills, including the ability to read and apply manufacturers' installation instructions and clearly communicate with residential, commercial, and industrial customers, suppliers, and other Green Valley Cooling & Heating employees.

Physical ability to perform all duties noted above under the conditions, circumstances, and extreme weather conditions.

Interest and initiative in maintaining his/her HVACR skills through a combination of self-study, company training, manufacturers' workshops, and other professional development activities.

Interest and initiative in getting trained to develop point-of-service sales techniques including developing sales leads and conducting sales of unit replacements, add-on units, IAQ services, and service contracts.

Current (state) operator's license and the ability to operate all types of vehicles in the corporate fleet within 30 days of initial employment. Incumbent must be insurable by current Green Valley Cooling & Heating insurance carrier.

Ability to work efficiently given time pressures, non-standard schedule, extreme weather conditions, varying customer needs and demands, and backlog constraints.