

Position Title: ROUTINE MAINTENANCE TECHNICIAN

Reports to: Operations Manager

1. Summary of Duties:

The Routine Maintenance Technician reports to the Operations Manager, and is responsible for performing a range of HVACR servicing jobs for industrial, commercial, and residential customers.

Customer-based activities involved in this position require an individual who is decisive, tactful, dependable, and who possesses initiative and within the scope of his or her experience, the ability to communicate well with all customer groups. Job-related contact can occur with virtually all demographic groups, with the majority of the contacts being service customers, other Green Valley Cooling & Heating technicians, the Operations Manager, and the Customer Service Reps.

Representative duties include:

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

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

Complete and maintain accurate service records

Identify items that need attention and obtain approval from customer for repairs.

Performing unsupervised basic HVACR service support activities e.g. changing filters, doing power and handwashing, picking and stocking parts, assisting Service Technicians.

Performing progressively more difficult technical roles than noted in the preceding paragraph; e.g. performing simple troubleshooting, conducting seasonal maintenance checks, measuring/threading pipe, operating test equipment, soldering and brazing, installing power and control wiring, etc.

Performing a range of activities that directly and indirectly support the operational departments, e.g. assisting in loading and unloading of parts/equipment/supplies; back-up for the emergency delivery of parts and equipment to a job-site; storing and disposing of used components; cleaning filters, etc.

Performing related duties as directed by the Operations Manager.

2. Job Qualifications:

High school graduate or equivalent, and enrolled in a post-secondary formal HVACR program of instruction.

Good oral and written skills, including the ability to read and apply manufacturers' instructions, and to clearly communicate with customers, suppliers, and Green Valley Cooling & Heating employees.

Physical ability to perform all the duties noted above under the conditions, circumstances, and weather extremes found in the Arizona. Examples include the ability to lift and carry a 100 lb. load (of the size and shape of an item encountered on an HVACR job) a distance of 50'; carry a 100 lb. motor up a fully extended 32' ladder. Must not have a fear of heights (acrophobia).

Interest and initiative to develop his or her HVACR skills through a combination of formal schooling, company training, self-study, manufacturers' workshops, and other professional development activities.

Hold a current Arizona operator's license and the ability to operate all vehicles in the corporate fleet. Incumbent must be insurable by company insurance carrier.

Ability to work under pressures of time, a non-standard schedule, adverse weather conditions, customer demands, and backlog constraints.