

**Position Title: SENIOR SERVICE TECHNICIAN**

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Reports to: Operations Manager

**1. Summary of Duties:**

The Senior Service Technician reports to the Operations Manager, and is responsible for performing a wide range of HVACR servicing jobs for commercial, and residential customers.

Customer-based activities involved in this position require an individual who is decisive, tactful, dependable, and who possesses initiative and the ability to communicate well with all customer groups. A Senior Service Technician must be able to accurately diagnose and efficiently accomplish a job to the mutual benefit of the customer and Green Valley Cooling & Heating. Job-related contact can occur with virtually all demographic groups, with the majority of the contacts being with service customers, other Green Valley Cooling & Heating technicians, the Operations Manager, Dispatcher and the Customer Service Reps.

**Representative duties include:**

Assisting the Operations Manager in the planning, organization, motivation, control and coordination of human and other resources in support of the departmental jobs, assignments, and sales.

Leading by example the service team in the timely, efficient, and profitable accomplishment of an assigned job or task.

Performing special and complex service jobs without assistance, including performing periodic on-call duties, as required.

Training Service Department and other Green Valley Cooling & Heating employees on service-related subjects, including call-back prevention, servicing tips, and equipment protocols.

Conducting quality control inspections of Green Valley Cooling & Heating service jobs, monitoring the technical progress of newly assigned service employees, including start-up oversight.

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

Conducting point-of-work sales of unit components, unit replacements, add-on units, and residential service contracts.

Developing lead referrals for Green Valley Cooling & Heating sales staff.

Conducting non-service, lead-tech level work in support of the Indoor Air Quality and Installation Departments, as assigned.

Assisting the Operations Manager with administration, dispatching, and on-site evaluation work.

Performing related duties as directed by the Operations Manager.

**2. Job Qualifications:**

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

Five 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' instructions and to clearly communicate with residential, commercial and industrial customers, suppliers, and all Green Valley Cooling & Heating employees.

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

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

Current Arizona operator's license and the ability to operate all vehicles in the corporate fleet. Incumbent must be insurable by current Green Valley Cooling & Heating insurance carrier

Interest, initiative and ability to be trained in low-key point-of-service sales techniques, including developing sales leads, sales of unit replacements, add-on units, IAQ services, and service contracts.

Ability to work under pressure of time, non-standard schedule, supervision considerations, weather, customer needs, and backlog constraints.

Have passed the Bryant technical testing and have been awarded the NATE certification.

