



TITLE: Service Technician

Exempt/Non-Exempt: Non-Exempt

REPORTING TO: Service Manager

OVERVIEW:

The Energy Co-op of Vermont, where community ownership and sustainable energy practice meet. Established in July 2001, we've grown to serve over 2,500 of your neighbors in northwest and central Vermont. As a not-for-profit Cooperative, our members are our owners. When you choose to partner with us, you're not just a customer--- you're an integral part of our mission.

Our tag line "Use Less, Save More," reflects our commitment to helping members reduce energy costs while transitioning to renewable fuels. As a "different kind of energy company," we deliver heating oil and kerosene, but our goal is to promote energy efficiency and renewable energy adoption.

Our diverse portfolio includes the delivery of heating oil, kerosene, and wood pellets, along with comprehensive heating system maintenance, repairs and replacement for our members and customers. We specialize in installing highly efficient, cold-climate heat pumps, conducting cost-effective energy audits, and executing home weatherization projects. To ensure smooth operations, we maintain a fleet of fuel delivery trucks, a wood pellet delivery truck and several service vans all centered at our administrative and operational base in Colchester, Vermont.

Join us in shaping a sustainable future while enjoying the benefits of community ownership and energy savings. Apply now to be part of The Energy Co-op of Vermont Team. Candidates across all markers of identity (age, race, gender, ability, veteran status, communication style, etc.) are highly encouraged to apply.

GENERAL DESCRIPTION OF DUTIES

The Service Technician will support customers to install, repair, and maintain heating, ventilation, and air conditioning systems.

SPECIFIC JOB DUTIES AND RESPONSIBILITIES

- Resolve service problems (no heat, no hot water, etc.) efficiently.
- Install oil fired boilers, furnaces oil tanks, and water heaters.
- Assist with installs of natural gas heating systems.
- Assist with installs of cold climate heat pumps.
- Be on call for after hour emergency response.
- Maintain inventory of parts and materials.
- Perform cleanings and tank pump outs.
- Identify heating equipment that is unsafe, inefficient or in need of replacement, discuss the choices with our customers and communicate this information to the Service Manager.
- Cooperate with Dispatcher to provide emergency fuel deliveries as needed.
- Complete all service-related paperwork accurately and on-time.
- May be required to deliver heating fuels and/or wood pellets during busy season.

- Schedule and complete routine service calls in Ignite.
- Call Co-op members and customers to schedule tune-ups.
Always represent the company's best interest, maintain the highest level of integrity and professionalism.
- Ability to train staff on all oil equipment installs and repairs.
- Perform all other duties as needed or assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent problem-solving and analytical skills.
- Proficient with both power and hand tools.
- Capable of using various testing devices as analyzers and pressure gauges for evaluation of HVAC system.
- Skilled in interpreting operations and repair manuals for HVAC systems.
- Able to follow detailed instructions.
- Solid mechanical aptitude.
- Effective communication skills for customer interactions.
- Willingness to acquire a CDL license, if needed
- NORA Silver Certification
- Pursuing or open to obtaining relevant certifications in Natural Gas Certification and Refrigerant Usage Certification Type-1 & 2

EDUCATION, TRAINING AND EXPERIENCE

- High school diploma or equivalent required
- Valid and clean driver's license is required.
- Background in mechanical installation or repair, or
- Two -Three years of related experience

PHYSICAL ABILITIES

- Manual Dexterity to evaluate, install and modify equipment.
- Must be able to lift at least 50 pounds and, occasionally, up to 100 pounds.
- The ability to move equipment with assistance weighing up to 600 lbs.
- The ability to move in and out of basements, garages, or other locations.
- Work environments will occasionally include uneven surfaces, dirty and dusty conditions, and heights, such as may be accessible only by ladder or scaffolding.
- Physically able to work on HVAC units.
- Will be required to work in settings with extreme cold or extreme heat, depending on time of year.
- Prolonged periods of standing, kneeling, crawling, or climbing ladders.