



TITLE: Service Technician I

LEVEL: 01

Exempt/Non-Exempt: Non-Exempt

GENERAL DESCRIPTION OF DUTIES

The Service Technician I will work under the guidance a Service manager to support customers to install, repair, and maintain heating, ventilation, and air conditioning systems.

REPORTING TO: Service Manager

SPECIFIC JOB DUTIES AND RESPONSIBILITIES

- Resolve service problems (no heat, no hot water, etc.) efficiently
- Assist with the Installation of oil fired boilers, furnaces oil tanks, and water heaters.
- Assist with the Installation of natural gas heating systems
- Assist with the Installation of cold climate heat pumps.
- Be on call for after hour emergency response.
- Restock and 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.
- 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.
- Perform all other duties as needed or assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent problem-solving and analytical skills.
- Ability to use power and hand tools.
- Ability to use combustion analyzer to test oil heating systems.
- Ability to read operation and repair manuals for oil heating systems.
- Ability to follow instructions
- Excellent mechanical skills
- Excellent communication skills, as required to interact with customer.
- The ability to Acquire a CDL license
- NORA Bronze certification

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
- Minimum of 1 year 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.