



North Valley Mechanical

Your Air Conditioning & Heating Professionals

480-538-9184

AZ ROC No. CR79-281777

JOB DESCRIPTION

Title: HVAC Service Technician

Job Summary

Responsible for diagnosing and repairing HVAC equipment failures and customer home or business comfort issues. Advises Field Supervisor and Operations team if assigned call beings to fall behind repair times. Works with Operations Manager on ideas for reducing costs.

Essential Functions

- Properly diagnose and repair HVAC equipment.
- Responsible for maintaining assigned levels of truck stock items.
- Ensures maintenance of work areas and trucks meet company standards.
- Explains services and policies prior to diagnostic and repair.
- Charge and collect for all work performed, per company policy/procedure.
- Complete paperwork daily, recording all materials used on each job before leaving that site.
- Turns in all completed paperwork and related forms with revenue to office daily or as directed.
- Completes quality work on or below budgeted labor hours, per flat rate book.
- Ensure customer satisfaction with services rendered before leaving site.
- Assists retrofit department with installs as required.
- Provides customers with information on company's maintenance contracts, new equipment info, when repairs exceed \$350 or if equipment is over 10 years old.
- Follows all company procedures.

Requirements

Education & Experience, Knowledge/Understanding

- Minimum of three years of verifiable service technician experience with a variety of residential and light commercial equipment manufacturers.
- Proven ability to troubleshoot, repair, and maintain heating, ventilation, and air conditioning equipment all related components.
- Valid driver's license and insurable by MSCO insurance carrier.
- Must be able to pass a drug test.
- High school diploma or general education degree (GED) preferred.
- Knowledge and skill in use of hand and battery/electrical tools and equipment.
- Excellent customer service skills.
- Must be able to meet established metrics (# of completed service calls, callbacks, part returns, products sold, etc.)

Preferences

- NATE certification or Master Heat Pump Certification.
- CFC Universal qualified and certified R-22 and R-410.

**Experience with Wine Coolers and/or Low-Temp Refrigeration is a plus

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand for more than 8 hours per day; walk; use hands to finger, handle, or feel; reach with hands and arms above shoulder level; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee must regularly lift and /or carry up to 25 pounds, frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand for more than 8 hours per day; walk; use hands to finger, handle, or feel; reach with hands and arms above shoulder level; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee must regularly lift and /or carry up to 25 pounds, frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

While performing the duties of this Job, the employee is regularly exposed to moving mechanical parts and outside weather conditions. The employee is frequently exposed to extreme heat. The employee is occasionally exposed to wet and/or humid conditions; toxic or caustic chemicals; extreme cold; risk of electrical shock.