



**PLUMBING • HEATING • AIR**

**COMMERCIAL & RESIDENTIAL**  
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**HVAC Service Technician Expectations:**

- I. Company Values and Philosophy
  - A. Adhere to and exemplify the company's core values and beliefs and code of conduct.
  - B. Promote the company and brand wherever possible.
  - C. Conduct operations of A&R within the framework of the law and the ethics of good business practices.
  - D. Exercise good judgment in all areas where the company's interests are represented.
  - E. Work with a team first, individual second philosophy.
  - F. Come to work each and every day dressed with a positive mental approach & arrive on time.
  
- II. Leadership Expectations
  - A. Set the tone for the Technical staff by living with integrity, honor, and humility.
  - B. Keep your work truck neat, clean, and organized.
  - C. Continue to work on and complete your training and skill development programs as discussed with the GM.
  - D. You are expected to lead by example and teach so that you can move up and progress.
  
- III. Customer Service Expectations
  - A. Assure 0% dissatisfaction
  - B. Exceed the customer's expectations for quality and value.
  - C. Maintain A&R standards as stated for quality and workmanship.
  - D. Communicate with the GM on a regular and routine basis to resolve questions, concerns, or issues.
  
- IV. Administration Department Performance
  - A. Meet or exceed all assigned reporting and information goals.
  - B. Implement all company better practices that apply within the department in a timely manner.
  - C. Participate in regular company meeting and functions to develop a team.
  - D. Gain thorough and complete understanding of how the technical service staff's performance impacts A&R's financial results.
  
- V. Communication, Reporting, and Compliance
  - A. Report all relevant information, reports and data to the GM or Parts Manager as required.
  - B. Insure Installations and service work are in 100% compliance with all company, local, state, and federal codes.
  - C. Immediately report any relevant issue regarding safety, compliance, or legal directly to the GM.
  - D. Participate in company meetings, safety and training meetings, and participate in company planning as requested.
  
- VI. Reviews, Feedback, and Personnel
  - A. Participate in 1 review each year – provide feedback to the GM on role, improving company operations, and work environment.
  - B. Communicate during feedback all issues or concerns so they may be properly addressed
  
- VII. Skill Development
  - A. Identify areas needing improvement and provide resources to insure proper skill development.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

GM Signature \_\_\_\_\_ Date \_\_\_\_\_

Project Manager Signature \_\_\_\_\_ Date \_\_\_\_\_

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