



Re: Job Description of: **Plumbing Journeyman Service Technician**
05/14

Changes are necessary to make the service department function more effectively. You will be responsible for key operations practices in service with regards to plumbing. It will require craftsmanship, improved skills, improved tools, and excellent communication. It will be a challenge, it will be frustrating at times, however we believe you are the right person for the job. The challenge is large and will not be easy, yet it is attainable and can be especially gratifying and profitable.

FUNCTION: To provide skilled work in maintenance, installation, selling, replacing, and repairs of plumbing systems and equipment.

DUTIES: Typical: Performs installation, repair, and preventative maintenance work. Lubricates moving parts, changes belts and filters of various sizes. Makes periodic boiler, gas, water, sewer, and water heat checks / inspections. Keeps all customer's owned equipment, all personal tools, and all A&R provided tools and equipment in usable condition and in good working order. Assists in the upkeep and preventative maintenance of facilities and makes necessary repairs to a variety of units / systems. Performs simple to complex repair work. Maintains plumbing systems / units and assists in the replacement of old systems. Performs other related duties as required.

Verifies that all work complies with city / state building codes. On a rotational basis you will be required to serve as a team member on a on call basis which is 7 days in length. Answers customer's questions and assesses their needs and being mindful integrity and truth. At every opportunity you are expected to offer and educate the customers on higher efficiency units and accessories. You not only have to be excellent in your technical skills such as minor electricity, carpentry, minor HVAC, and of course plumbing, but your customer service and communication skills must be superb. You must follow the chain of command structure and complete all paperwork without delay, to add you will need to address customers when they are in a stressed and frustrated environment therefore you must use diplomacy to resolve any situation, if a situation is more then you can handle do not hesitate to ask for assistance. You must work and operate your vehicle and tools in a safe manner and be ever mindful of the image for yourself and A&R.

EDUCATION:

Required: High School Diploma, must have a Journeyman plumbing license

Preferred: Completion of vocational courses in addition to the above.

EXPERIENCE:

Required: two years of plumbing work as a technician

Preferred: five years of journeyman experience

WORKING CONDITIONS: Usual: Exposure to mechanical and electrical hazards as well as hot and cold weather conditions both inside and out. Requires a great deal of walking. Must be able to lift, carry, push, pull, and maneuver heavy objects. Must be able to lift a minimum of fifty (50) pounds individually and to lift and or transport objects in excess of two hundred (200) pounds with the assistance of other workers or appropriate handling equipment. Must be able to stoop, kneel, crouch, crawl, or maneuver as required to work in confined spaces such as ceiling areas, attics, electrical rooms, boiler rooms, etc. Must be able to climb and work on ladders or scaffolds as required to inspect or repair lines or equipment located in / on ceilings, roofs, and walls. May be required to stand on or in wet areas. Must be able to withstand odors and gasses such as those which typically occur when working around industrial areas. May be required to

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enter areas where the temperature is over one hundred (100) degrees F or below (32) degrees F. Must be able to work in protective clothing and breathing apparatus when required.

Periodic: Must be able to work overtime when work load requires.

SPECIAL QUALIFICATIONS: Working knowledge of safety rules and regulations. Good physical condition with ability to perform manual labor and some lifting. Knowledge of mechanical systems and equipment, to include those used for heating, air conditioning, and ventilation; electronic, pneumatic, and mechanical control components and systems; and associated electrical, plumbing, and structural systems. Technical skills in mechanical maintenance procedures and techniques, to include fabrication, installation, preventive maintenance, trouble shooting, breakdown, and repair; ability to perform minor carpentry work and repairs. Must have and be familiar with personally owned hand tools.

Goals:

1. Improve the service department efficiency rating to 75% or 6/8 hours billable for techs
2. This includes the elimination of warranty callbacks to a level of 1% or less
3. For each tech to sell 200 CCP in a 1 year period
4. Accept and give feedback of new software used for techs
5. Bring thoughts and ideas to the table
6. Assist and be more proficient in inventory procedures, be 100% responsible and accountable for your truck, its inventory, and your tools
7. Drive accessories and up sells up by 30%
8. Assist in managing your overhead and maintaining cost controls for down time and vehicle usage
9. Assist in and be a part of the image of A&R: clean trucks, clean uniform, badges, correctly utilizing new forms and paperwork by giving it to the customer in set fashion
10. Be a team member: all work revolves around the team's ability to function well as a unit
11. Be the best at customer relationships, skills, and offer perfect customer experiences: these are the backbone of what we do as a company.
12. Foster positive customer relationships by being courteous, using the perfect service call approach, and forming a lasting relationship around our company brand
13. Act beyond reproach with customers, have the utmost professionalism with customers at all times
14. Keep jobsites, tools, self, vehicle clean for a positive image
15. Execute a perfect service call every time, no exceptions
16. Hand out all forms and paperwork on every call, no exceptions
17. Distribute the customer folder every time with the correct forms, contact card, business card, invoice, marketing tools, and CCPs
18. Educate customers on CCPs
19. Up sell when and where ever you can
20. Maintain the appropriate paperwork in your service vehicle including brochures and hand them out on a continual basis to all customers
21. Complete and turn in all appropriate invoices and tickets in a 2 day window
22. Utilize the company iPad to email ALL invoices and tickets immediately after the call, you will not be given your next call until you email these forms with a description of the diagnosis in a clear and legible manner for others, complete/incomplete, status of job, job or work order number
23. Call in to dispatch upon emailing the above for verification of receipt
24. Attend any company trainings or vendor sponsored trainings for continuing education
25. Complete a time card daily and turn in daily
26. Utilize and be proficient with flat rate as well as time and material jobs
27. Go the extra mile, do not cut corners, teach the younger techs, foster a team atmosphere

And:

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1. Possession of a valid Texas driver's license and safe driving record
2. Reliable work attendance
3. Zero Drug Usage and Zero Alcohol Abuse
4. Clean and neat appearance; correct wearing of a company provided uniform and name badge
5. Must be articulate, must have proper edict / diction when speaking and writing skills in customer service and colleagues
6. Accuracy and completion / completeness of ALL paperwork as directed by supervisors and office staff in regards to timeliness
7. Determination to a do a complete job, a desire to provide service that provides the customer a real value for their PM dollars
8. Able to manage time against workload in order to stay on schedule
9. Ability to stay on task with minimum supervision
10. Alertness of attracting and retaining our PM clients, develop and maintain good working relationships with our customers
11. A desire to succeed and to learn about the HVAC/R career field above and beyond the minimum requirements
12. Cooperative personality type who:
 - a. Can deal with boredom and repetitious tasks
 - b. Can approach all customers with a professional, diplomatic attitude (even with disagreeable customers)
 - c. Can get along with ALL coworkers and supervisors
 - d. Is willing to show proper respect for the knowledge and accomplishments of any service technician and / or supervisor who provides training
 - e. Is willing to accept responsibility for their own actions, accept authority, and be directed from a superior
13. A person who will represent A&R with integrity, honesty, and loyalty on and off the job sites
14. A person who will operate A&R vehicles and equipment with regards to safety and professionalism

General Manager

_____ Date _____

Employee

_____ Date _____