

<b>Job Title:</b>	Residential Technician II	<b>Job Category:</b>	Craft – Hourly
<b>Department/Group:</b>	Service 06	<b>Job Code/ Req#:</b>	
<b>Location:</b>	Naples	<b>Travel Required:</b>	Yes
<b>Level/Salary Range:</b>		<b>Position Type:</b>	Full Time

## Job Description

**Job Summary:** Responsible for the maintenance and repairs of all residential HVAC systems utilizing knowledge of refrigeration theory, electrical schematics, pneumatic and electronic control systems, pipe fitting, welding / brazing and mechanical layouts.

**Hours:** Shift hours to be determined. Overtime is common during the high seasons. Participation in the emergency service rotation is required and be the primary on-call technician.

Nothing in this job description restricts management’s rights to assign or reassign duties and responsibilities to this job at any time. The following tasks/responsibilities are typical of the position but are not all encompassing. Each person is expected to help out in whatever duties are required to deliver a quality product on schedule.

### Tasks & Responsibilities:

1. Always use a Safety First ([Pause](#)) approach to all work.
2. Always use the proper safety clothing, tools and precautions before beginning any work assignments.
3. Must be able to Perform well on Tune-Up and Professional Cleanings on all residential and light commercial heating and cooling systems including two stage, inverted equipment, wifi-stats, wine coolers, dehumidifiers etc.. Be able to perform Maintenance Check List.
4. Be knowledgeable of products and services that solve our customer’s specific comfort needs.
5. Provide a positive attitude at all times.
6. Always treat all customers and coworkers with dignity and respect.
7. Arrive on time and ready to begin work every day.
8. Be neatly groomed and fully dressed only in a clean company approved uniform.
9. Possess all the required tools to perform the job of a Maintenance II and Residential Technician II.
10. Complete each and every tune-up and service call thoroughly, efficiently and without need for a callback.
11. Discuss all repair/replace options available with the customer before performing repair.
12. Utilize the Internet based technical training offered by the company and complete HVAC classes for advancement.
13. Develop diagnostic skills as well as apply repair and servicing techniques through troubleshooting.
14. Develop diagnostic skills as well as apply repair skills needed to advance to a Commercial I Technician.
15. Own or work towards owning all of the necessary hand tools for typical service of all air conditioning systems and components.
16. Complete all warranty paperwork and service related forms accurately ([attention to detail](#)).
17. Be the main on call Technician
18. **Diagnose communicating and non-communicating multi stage heating and cooling systems including mini-splits, wine coolers, zoning systems and pool heaters to determine the cause of failure and repair systems as needed or set up a replacement lead.**

## **Relationship to Others**

The **Residential Technician II** reports directly to the Asst. Service Manager and may work closely with other management team and with internal support staff. **Optimally, over time the Residential Technician II will have increased opportunity and assume increased responsibility for meeting department's needs and expectations as well as work toward commercial I.** It is therefore necessary that the Residential Technician II maintain a satisfactory client relationship, relating to vendors, clients and fellow team members in a mature, thoughtful, professional and pleasant manner. Minimally, the Residential Technician II must display a demeanor that exhibits our Mission Statement and Core Values, as well as show empathy, patience, understanding and a genuine interest in others. The Residential Technician II performs a lead role in promoting interdepartmental communications and cooperation.

## **Required Knowledge / Skills / Job Qualifications:**

1. Mechanical - Knowledge of machines and tools, including their designs, uses, repair, and maintenance.
2. Customer and Personal Service - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
3. Good communication skills both verbal and written are vital.
4. Effective and efficient time-management and organizational skills.
5. Public Safety and Security - Knowledge of relevant equipment, policies, procedures, and strategies to promote effective safety operations.
6. Installation - Installing equipment, machines, wiring, or programs to meet specifications.
7. Troubleshooting - Determining causes of operating errors and deciding what to do about it.
8. Repairing - Repairing machines or systems using the needed tools.
9. Equipment Maintenance - Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.
10. Operation Monitoring - Watching gauges, dials, or other indicators to make sure a machine is working properly.
11. Near Vision - The ability to see details at close range (within a few feet of the observer). Natural or corrected vision to see and focus for close, distance, peripheral vision with normal depth perception.
12. Problem Sensitivity - The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
13. Finger Dexterity - The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
14. Perceptual Speed - The ability to quickly and accurately compare similarities and differences among sets of letters, numbers, objects, pictures, or patterns. The things to be compared may be presented at the same time or one after the other. This ability also includes comparing a presented object with a remembered object.
15. Dependability—the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.

## **Working Conditions & Physical Demands:**

1. Performing General Physical Activities - Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials. Ability to stand, walk and climb ladders or attic stairs and to maneuver in attics and homes to access HVAC equipment. Ability to continually climb, balance, stoop, kneel, crouch and / or crawl.
2. May require outside work in cold, hot or wet weather; may require work in awkward or cramped positions and sometimes required to work in high places.
3. Will require mobility throughout all facilities including stairs, and confined spaces.

4. Will be required to reach areas not easily accessible by means of climbing, stooping, and bending.
5. Will require heavy work (lifting greater than 25 pounds). Ability to carry 50 lbs for 100 feet unassisted
6. Will require proper coordination, and motor skills to work with power/hand tools as needed.
7. Ability to work overtime when necessary.

**Education and Formal Training:**

- Must possess a valid driver's license
- High School Diploma or GED Required
- Technical school graduate preferred
- EPA Certified type I and II at a minimum

**Experience:**

- Four (4) years minimum of hands on installation/service.

**Employee responsible for the following tooling :**

**TECHNICIAN PROVIDED TOOLS:** Volt-ohm meter with amp probe, Digital thermometer, sling psychomotor, Flash light, Superheat Sub cool Meter, Complete set of hand tools: nut drivers, screw drivers, wrenches, wire snips, 10" pliers, 10" adj. wrench, etc., Tape measure, One each refrigerant manifold set for R-22 and R-410A, Shut-off valves for gauge sets, Schrader core remover tools, Copper tubing cutters small and up to 1 1/8", Inspection mirrors, PVC cutter, Tool totes or tool box, Caulking gun and Grease gun, Electric and cordless drill, 25' drop light, Duct knife, 50' rope, Levels-pocket to 4', Hammers, Freon scale, Sheet metal snips, Drill bits, adapters and bit holders, Allen key set metric and standard, Fin comb tool, Megohmmeter, Electrician fish tape, Soldering gun and Heat gun, Angle grinder, Shovel, 1 0" and 1 2" pipe wrenches, Blower and condenser fan blade puller, Uv dye kit, Socket set up to 1" in size, Open end wrenches. up to 1 " in size, Caliper, Saws-all or electric saw can be cordless, Flaring tool, Swaging tool and tubing bender and Refrigerant cap keys for R22,R410,minisplits.

**Company issued tooling :**

All Ladders, All safety and PPE equipment, MSDS book, GPS, Chains, Locks, jumper cables, 5-Gallon wet dry vacuum, Pump Sprayers, 50' Water Hose, Spray nozzle for hose, 50' Extension cord, Torch set with spare tank, Isolation gauges (3ea), Compressor tote, Hand truck, H 10 Leak Detector, Micron gage, Manometer, Vacuum pump, Nitrogen regulator with spare tank, Company Vehicle and Phone.

**Affirmative Action / Equal Opportunity Employer -- M/F/D/V -- DRUG FREE WORKPLACE**

Name		Date:	
Signature		Mgt. Signature	