



HVAC TECHNICIAN

Position Title: Hvac Technician

Reports to: Sales & Service Manager

JOB DUTIES/RESPONSIBILITIES

1. Intermediate System Diagnostics:

- Perform diagnostic evaluations on heating, cooling, and ventilation systems to identify issues that may require further service or replacement.
- Utilize diagnostic tools and software to determine system performance and areas for improvement.

2. Turnover Identification:

- Identify potential system failures or inefficiencies that could lead to turnover opportunities.
- Recommend system upgrades, replacements, or additional services based on diagnostic findings to improve performance and customer satisfaction.

3. Customer Communication:

- Explain diagnostic results, system conditions, and recommended actions to customers in a clear, understandable manner.
- Address customer concerns and objections professionally, providing options and solutions to meet their needs.

4. Sales Collaboration:

- Work closely with the sales team to facilitate the turnover process, ensuring a smooth transition from diagnosis to sale.
- Provide detailed information to the sales team on system conditions and recommended actions to assist in closing sales.

5. Service and Repair Assistance:

- Assist in performing minor repairs or adjustments to systems during turnover evaluations, ensuring immediate customer satisfaction.
- Coordinate with senior technicians for complex repairs or replacements that require advanced expertise.

6. Documentation and Reporting:

- Accurately document all diagnostic findings, customer interactions, and recommended actions in the CRM system.
- Prepare and submit detailed service reports to the office or supervisor upon completion of each service call.



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7. **Parts and Inventory Management:**

- Maintain an organized inventory of diagnostic tools, parts, and supplies in service vehicles.
- Order necessary parts and supplies in advance to ensure readiness for service calls.

8. **Safety and Compliance:**

- Follow all safety protocols and guidelines during diagnostic evaluations and minor repairs.
- Conduct pre-work safety inspections and ensure compliance with industry regulations and company standards.

9. **Continuous Learning and Development:**

- Stay updated on industry trends, diagnostic techniques, and best practices through ongoing training and professional development.
- Participate in training programs to enhance technical skills and advance to higher technician levels.

10. **Quality Assurance:**

- Ensure all diagnostic evaluations and minor repairs are performed to the highest standards of quality, meeting or exceeding customer expectations.
- Conduct post-service checks to verify the effectiveness of any repairs and confirm customer satisfaction.

11. **Team Collaboration:**

- Collaborate with other technicians and team members to ensure efficient workflow and completion of service calls.
- Provide support and assistance to junior technicians as needed, fostering a collaborative team environment.