

Basnett Plumbing and Heating Incorporated

Job Description—Apprentice

Job Title: *Apprentice*

Pay Status: *Hourly*

Work Hours: *7:00 am – 3:30 pm*

Job Category: *Operations*

Primary Job Function:

The apprentice provides assistance to the licensed technician. The apprentice is also responsible to maintain the stock in trucks to ensure that there is enough inventory to perform daily calls. The apprentice is also responsible for cleaning and servicing the vehicle, and job site provides assistance in the cleaning of the warehouse.

Reports To: Field Service Supervisor

Daily Duties:

- The apprentice will work under the direction of the licensed technician and may be involved in all or some of the following activities:
 - Installs, maintains and troubleshoots, tests and repairs plumbing system components.
 - Executes plumbing and heating service calls as directed by the Operations Manager and consistent with the Flat Rate Pricing Guide.
 - Install, check and start new system installations.
 - Sell service level agreements to customers.
 - Ensure that all completed work is consistent with established building code requirements.
 - Remove and replace old plumbing fixtures and heating equipment.
 - Supports and endorses company policy, procedures and regulations.

Special Requirements:

The physical requirements for this position are rigorous. The technician must be able to lift 75 pounds, maneuver equipment in excess of 200 pounds , move about in construction areas that may contain hazards, bend, reach, climb ladders to perform work on roofs, crawl spaces and perform other actions requiring strong physical agility including moving boilers and water heaters in and out of basements.

Performance Indicators: (Measures of effectiveness in the position)

- All service and installation work performed according to established standards.
- All labor hours and vendor purchases reported to the office in the correct format.
- 100% satisfaction ratings from customers.
- Completes all in-house Fast Track training.
- Completes all certification classes for a license in plumbing.
- Maintains own skills through development and by attending classes, seminars and other appropriate venues for learning.
- Keeps current of new technological advances.
- Speaks clearly and writes well using appropriate spelling and grammar.
- Acts in accordance with company core values, mission and vision.

This job description is intended to describe the general nature and level of the work being performed by employees in this job. It is not intended to be a complete list of all responsibilities, duties and skills required for this job classification.