

Basnett Plumbing and Heating Incorporated

Job Description—Technician

Job Title: *Technician*

Pay Status: *Hourly*

Work Hours: *7:00 am – 3:30 pm*

Job Category: *Operations*

Primary Job Function:

Provides installation and maintenance of plumbing and heating systems according to specified job design requirements. Ensures that all jobs are performed in a profitable and safe manner. Ensures that all quality and service standards are met. Works with customers to enhance their awareness of service agreements and additional products or services available that will improve profitability or gross revenues. Is responsible for cleaning and servicing the vehicle and job site and may provide assistance in the cleaning of the warehouse. Will directly train and supervise apprentice plumbers on jobsite. Can recommend hire/terminate action for apprentice level employees.

Reports To: *Director of Operations/Field Service Supervisor*

Daily Duties:

- Installs, maintains and troubleshoots, tests and repairs plumbing system components.
- Executes services that are timely, neat and demonstrates a courteous and customer- focused attitude.
- 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.
- Coordinate plumbing and heating service needs of individual clients with code official officers.
- Reduce costs, increase productivity, and enhance operating profits.
- Collects payment from customers for completed jobs.

- Utilize office procedures and the company Flat Rate Pricing Guide for the tracking of hours and part costs for individual jobs/service calls.
- Respond to pager calls on a rotating basis as scheduled.
- Review contractor change orders and perform necessary change order work.
- 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% customer satisfaction on all service calls.
- Callbacks minimized on work performed.
- 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.
- Follows all standard operating procedures of the company.
- Completes all paperwork according to prescribed procedures.
- Maintains skills through certification and training classes.

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.