

Job Description

Job Title: Service Technician

Department:

Supervisor:

FLSA Status:

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Summary

This position in the hearth industry involves the inspection, servicing, cleaning, troubleshooting, diagnosis, repair, modification, and installation of fireplaces, chimneys, hearth appliances and accessories. Gas/wood/pellet appliances and dryer vents may be involved.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

This position requires up-to-date CSIA certification. If you are not certified, you will have to take and pass the CSIA certification exam. You will need to master basic sweeping, masonry, and minor repair skills needed to service fireplaces and chimneys. As much of this work is spent on the roofs of houses, you need to be able to set and scale ladders/scaffolding and be willing to work outdoors and in inclement weather if necessary. You must also be able to lift 80+ pounds repeatedly.

Our customers are our top priority - if we don't take great care of them, someone else will. We expect our technicians to behave in a courteous and professional manner with our clients. When servicing their home, you must respect/protect the client's property. When answering calls, keep tone courteous and respectful. All calls are to be returned as soon as possible, no more than one business day later. Part of your duties will be to make clients aware of all the products and services we offer.

This position requires driving to and from job sites. You must have a valid driver's license and a clean driving record. You will be responsible for stocking the vehicle at the start of each day with all the necessary equipment. At the end of each day, your duties will include ensuring the vehicle and all equipment are cleaned properly. You will be required to make oral or written reports at the completion of each service.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Continuous Learning - Assesses own strengths and weaknesses; seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.

Use of Technology - Keeps technical skills up to date; demonstrates required skills; adapts to new technologies; uses technology to increase productivity.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service ; responds to requests for service and assistance; meets commitments.

Cooperation - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; supports everyone's efforts to succeed.

Communication - Expresses ideas and thoughts verbally and in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods. Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions. Writes clearly and informatively; able to read and interpret written information.

Leadership - Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

Conflict Resolution - Maintains objectivity; keeps emotions under control.

Cost Consciousness - Develops and implements cost saving measures; contributes to profits and revenue; conserves organizational resources.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.

Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.

Adaptability - Adapts to changes in the work environment; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Consultative Selling - Builds rapport and establishes trust; asks questions to discover client business needs; applies product and market knowledge effectively; presents solutions that meet customer objectives; manages and documents sales process.

Personal Appearance - Dresses appropriately for position; keeps self well groomed.

Sales Skills - Achieves sales goals; overcomes objections with persuasion and persistence; initiates new contacts; maintains customer satisfaction; maintains records and promptly submits information.

Attendance/Punctuality - Is consistently at work and on time; arrives at meetings and appointments on time; uses time efficiently.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Undertakes self-development activities; asks for and offers help when needed.

Innovation - Meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas.

Judgement - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions ; uses equipment and materials properly.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before customers or employees of organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide using whole numbers. Ability to compute simple rate, ratio, and percent.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

Computer Skills

Basic computer skills, i.e. knowledge of Microsoft Word, use of internet, email, etc.

Certificates, Licenses, Registrations

Current driver's license, current CSIA certification/pass CSIA certification exam

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; reach with and use hands and arms; stoop, kneel, or crouch; set up and climb scaffolding/ladders; and be comfortable with heights. The employee must be able to lift 80+ pounds repeatedly. The employee must have clear and reliable vision and depth perception. Must be willing to work outside and in inclement weather when needed.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently exposed to heights. The employee is occasionally exposed to moving mechanical parts, caustic chemicals, fumes, and airborne particles. The noise level in the work environment is usually moderate. The employee will occasionally work in inclement weather.