

Monadnock Cooling Systems, Inc.

Job Description

Service Technician

The following is a complete Job Description for a Service Technician for Monadnock Cooling Systems, Inc. The duties of this position will be carried out on a daily and weekly basis. This position will be evaluated on a quarterly basis. The responsibilities of this position are to provide our clients with professional and prompt service for all of their HVAC/R needs. All Service Technicians will report directly to the Service and Field Operations Manager with any and all needs, concerns and questions regarding issues on projects relating to Monadnock Cooling Systems, Inc. This position is an Hourly paid position. The person holding this position will be on call for the service department and should be available for questions and/or help from the "On Call" technician even when they are not on call. The responsibility of this position will go to the service technician's supervisor when he or she is on vacation or any other approved leave. The supervisor will then delegate the work to other Service Technicians.

It is the responsibility of the Service Technician to resolve any service problems with or without the assistance of his or her immediate supervisor and all said problems must be resolved in a safe manner. After a service call is completed, it is the responsibility of the Service Technician to properly and cleanly fill out paperwork for the service call and get the paperwork signed by the Client if applicable and ask if there is any further work that we can help them with. The following is a list of the direct responsibilities of the Service Technician.

- Arriving to the office by 7:15 AM to turn in previous day's paperwork
- Discuss any problem and or issues with his or her immediate supervisor from the previous day's work.
- Have a clean appearance when arriving to work
- Keep a clean driving record
- Keep the company vehicle issued to them clean and presentable (Inside and out)
- Keeping truck inventory to required levels
- Present themselves in a professional manner to the Client
- Communicate with the Client before and after the service call
- Assist in increasing productivity in the service department by communication will fellow employees
- Work safely in the field.
- Keep all necessary licenses to be able to work in the field.
- Maintain a physically fit and healthy lifestyle to be able to perform the sometimes strenuous work required by a Service Technician
- Turning in vehicle mileage weekly. (On Monday Morning with time card)

All responsibilities as well as the above are outlined in the employee handbook, company policy and safety policy latest revision and must be adhered to.