



Installation Technician (mechanic)

Reports To: Installation Manager

Description

The basic function of the installation technician (mechanic) is to properly install residential and commercial HVAC equipment assigned by the Installation Manager. As an installation technician you are responsible for maintaining the quality of your work up to acceptable company standards and for representing the company in a manner that promotes good relations.

Essential Duties

- Install equipment properly the first time at a customer's location
- Be neat and clean at all times and keeping truck and equipment the same
- Attend all training classes and training seminars to keep expertise and skills upgraded
- Adhering to proper procedures in the use of paperwork
- Take direction regarding scheduling from installation manager
- Follow through on job problems
- Turn in all paperwork to office making sure it is filled out completely and accurately in the field
- Responsible for having all minimum required stock on truck at all times
- Other tasks as requested by the Operations Manager or CEO

Qualifications

- Good mechanical ability
- EPA certification
- Ability to represent Canella Heating and Air Conditioning in a professional manner with customers, vendors, staff and the general public
- Must have required tools
- Work well under pressure
- Must have valid drivers' license and a good driving record
- Ability to handle difficult customer issues
- Adaptability - must adapt to changes in the work environment, manage competing demands and be able to deal with frequent change, delays or unexpected events
- Good communicator – works well with different customers and office personnel personality styles
- Ability to direct and train helpers

Working Conditions

This position works in the field, and is exposed to heat, low spaces, and heavy lifting

**Physical Demands**

- The physical demands for this position are heavy. Must be able to lift/carry up to 50 lbs, work in hot areas, and crawl spaces that require crawling on hands and knees for hours.

Mental Requirements

Self motivated and able to handle rapidly changing priorities and several tasks simultaneously. Must be able to respond to difficult situations with customers and co-workers with a high level of professionalism. Must be able to communicate effectively with vendors and co-workers. Must be able to follow safety guidelines at all times. Must have ability to manage and lead effectively.

Internal Relationships

Communicates and interacts with employees on all levels in the office. Sets an example for employees in the company.

External Relationships

The role will have a high level of contact with customers and vendors, and will be required to maintain professional communication and appearance at all times during work hours.