



## **Damuth Trane Position Opening**

**Job Title:** HVAC Service Technician  
**Department:** Service Department  
**Reports To:** Area Service Team Leader  
**Posting Date:** 5/13/14  
**FLSA Status:** Non-Exempt (Eligible for Overtime Compensation)

### **Education & Experience**

- Required- Associate's Degree or equivalent from a Technical / Trade School with a certificate in Heating, Ventilation, and Air Conditioning or two (2) years related experience; or equivalent combination of education and experience.
- Required- a written skills test (administered by our Company)
- Required- Universal CFC card (exception made for entry level technicians)
- Preferred- Ability to read and comprehend blueprints and electrical schematics
- Preferred- Building Automation System experience
- Preferred- Journeyman's card

### **Special Skills**

- Working knowledge of DOS and/or Windows PC operating systems a plus

### **Physical Requirements**

- Able to lift and carry 100 lbs.
- Can travel up to 25% of the time.
- Valid driver's license and good driving record.
- Mobility within the office and jobsite, including ability to climb ladders.
- Must be able to pass a respirator medical physical and respirator fit test.
- Maintain a neat and professional appearance.

### **Other Requirements**

- Ability to pass drug screening.
- Willing to travel as required.
- Able to prove U.S. Employment eligibility.
- Ability to communicate with others both written and orally.

### **PRIMARY ROLE:**

With safety being top priority, service technician will be responsible for operating, repairing, and maintaining equipment including: HVAC equipment, building control system, systems involving electric and pneumatic air flow, water flow, gas/electric heating and cooling equipment, boilers, valves, apparatus and lines used in the distribution of heated, chilled or processed water, building automation system, variable frequency drive units, and computerized Maintenance Management System.



**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Responsible for servicing products and equipment on assigned projects and ensuring customer satisfaction.
- Identifies, analyzes, diagnoses, and repairs systems and products.
- Performs preventative maintenance, site surveys, replacement, and modifications as needed or requested by customers.
- Prepares for on-site installation and repairs by examining building layout, anticipating difficulties, gathering materials and coordinating on-site work, as necessary.
- Maintains equipment by inspecting for signs of wear.
- Represents the company by serving as a direct customer contact.
- Assists in ordering parts to order for repairs and timeliness of need
- Documents work electronically on each job daily, to include progress, duration; and maintaining files and reports submitting in a timely manner.
- Records parts, material, labor, subs and other cost data per assignment and returns unused resources.
- Read and interpret product specifications and have experience in working with building specifications, drawings and designs.
- Flexibility to work overtime/weekends as necessary.

### **Customer Service**

- Provide Gold Standard customer service. Be reliable, be responsive, make customers feel valued, be empathetic, and be competent
- Return all customer inquiries within 24 hours. Answer customer calls and e-mail quickly, thoroughly and, pleasantly. Communicate with customers in a friendly, professional, and patient manner
- Perform all duties with the goal of building and maintaining long-term customer relationships
- Immediately address any customer's concern. Request the involvement of other Company personnel as required. Notify Team Leader of any major concerns and the action taken to resolve it
- Never say or act as though something is not your job

### **Teamwork**

- Demonstrate and promote a spirit of cooperation and teamwork throughout the Company.
- Provide backup support for other team members.
- Continually look for ways to improve our processes and ability to serve our customers effectively.
- Improve your personal performance on a continual basis. Suggest training programs or other opportunities for improvement to your Team Leader as they apply.
- Practice Shared Values
  - Treat other with uncompromising truth
  - Lavish trust on your associates
  - Mentor unselfishly
  - Be receptive to new ideas, regardless of their origin
  - Take personal risks for the organization's sake
  - Give credit where it's due
  - Do not touch dishonest dollars
  - Put the interest of others before your own



### **Safety**

- Use safe work practices in the office and promote safe practices in the field
- Complete required safety training on time
- Proper PPE equipment must be used at all times within industrial facilities and in construction zones.
- Notify Team Leader or Safety Director of any unsafe conditions
- Comply with all customer safety requirements during jobsite visits

### **Other Responsibilities**

- Must have neat personal appearance
- Must be courteous and diplomatic
- Business is to be conducted with the highest level of personal integrity
- Maintain a positive demeanor – keep a smile on your face and “in your voice”
- Continue education for professional and personal growth

### **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

### **How to Apply**

Go to the following website and apply online: <http://www.damuth.com/careers/>

*\*Please note that applications / resumes are only accepted online only. If you do not have access to the internet, you may use the online resources at our main office. Please call Human Resources at (757) 558-0200 in advance to schedule an appointment to apply.*

**EOE/AA, Drug Free Workplace**



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