



Damuth Trane Job Posting

Job Title: BAS Service Technician
Department: Service Department
Reports To: BAS Service Team Leader
FLSA Status: Non-Exempt
Prepared Date: 8/30/2016

PRIMARY ROLE

To provide *exceptional* customer service to internal and external customers by meeting customer needs and commitments through the overall performance and execution of BAS service agreements, BAS retrofit projects, and system service. Develop customer relationships with building owners, work in coordination with the BAS service team leader and direct sales team in developing system solutions, and increasing the BAS service agreements.

EDUCATION and/or EXPERIENCE

- Associate's degree or equivalent from two-year college or technical school and 5 years of experience in control systems; or equivalent combination of education and experience
- Proficiency with MS Word, Excel, and AutoCAD beneficial

SPECIAL SKILLS

- Basic HVAC systems and controls troubleshooting
- Must be familiar with Trane Tracer Summit Architecture
- Exceptional customer service skills
- Strong organizational skills
- Excellent communication skills
- Detail Oriented
- Be able to follow directions and work well with others

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

- Fulfill contract obligations effectively and efficiently
- Maintain customer relations and deliver world class customer service
- Respond to trouble calls and work with minimal assistance
- Perform warranty work to include attending warranty handoff meetings when needed, visiting warranty sites
- Assist with the acquisition of pull through work and notification of appropriate Damuth team members ASR's and BAS service team leader of opportunities
- Assist with development of solutions when appropriate
- Perform remote site analysis via modem or web access
- Assist System Specialist on projects when needed

- Responsible for completing and turning in all service reports, inspection sheets, and timesheets in a timely manner
- Will plan forecasted work and schedule as needed with the customer service representatives
- Will maintain correspondence with customer service representatives daily to include daily expected customer visits
- Dress appropriately and within the company guidelines to represent a professional service
- Maintain company vehicle cleanliness, tools, and safety equipment
- Report directly to the BAS service team leader

TEAMWORK

- Demonstrate and promote a spirit of cooperation and teamwork throughout the Company.
- 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.

SAFETY

- Use safe work practices in the office and promote safe practices in the field.
- Notify your Team Leader of any unsafe conditions.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

CERTIFICATES, LICENSES, REGISTRATIONS

- Virginia Driver's License and excellent driving record

PHYSICAL REQUIREMENTS

- Mobility within the office
- Willing to travel locally as required
- Able to lift and carry 50 pounds.