



# HVAC MAINTENANCE TECHNICIAN

**Job Summary:** An ideal Maintenance Technician performs maintenance and service repairs on HVAC systems, and installs new units and/or replacement parts for existing units according to specifications and established safety guidelines. Candidates are expected to be knowledgeable of commonly-used concepts, practices, and procedures within the HVAC industry regarding the proper installation, maintenance, and repair of HVAC equipment. Due to the independent nature of this position, candidates are must demonstrate the ability to perform a variety of tasks as part of a team-oriented environment, while also maintaining a required degree of creativity and autonomy to get the job done right.

In keeping with A/C Master's commitment to education and ongoing improvement, candidates should be self-motivated and driven to consistently improve his/her performance by consistently meeting or exceeding sales, education, and performance goals.

The position is full time and includes opportunities for compensation based on department and individual sales and performance goals, in addition to salary and benefits.

## Job Duties

- Work safely following company policies.
- Ensure high customer satisfaction.
- Perform routine maintenance on HVAC equipment.
- Install and repair HVAC related components and equipment according to manufacturer's specifications.
- Effectively and positively communicate with customers and office staff.
- Promptly and accurately complete all required paperwork.
- Notify service department head and CSR of any urgent developments, changes, or customer concerns.
- Any other assigned duties as directed by management.

# Job Requirements

## Education Requirements:

- High school diploma or equivalent.
- Minimum 2 years of experience in HVAC service and/or installation.
- HVAC and other job-related certifications are a plus.

## Key Competencies:

- Effective written and verbal communication skills (English required, other languages a plus).
- Excellent customer service and problem-solving skills.
- Honesty, integrity, and dependability.
- Working knowledge of industry safety standards.
- Professional demeanor.
- Mechanically inclined.
- Knowledgeable about the internal workings of HVAC equipment.
- Self-Motivated, but also able to take direction and work as part of a team.
- Valid driver's license with a good driving record.
- Must be able to pass a criminal background check.
- Knowledge of Wintaq and/or Nextraq systems a plus.

## Physical Requirements:

- Able to work in extreme temperatures.
- Able to adapt to all environments including but not limited to confined spaces, rooftops, etc.
- Able to lift over 50 pounds.
- Able to work extended daily work hours.
- Flexibility to work nights, weekends, holidays and on-call.
- A/C Masters operates as part of a drug and alcohol-free environment.

## Potential Benefits

- Hourly pay
- Commission on all New Equipment and Add-on Sales
- Paid Sick Leave
- 2 Weeks Paid Vacation
- Medical, Dental, and Vision Benefits
- Life Insurance
- Company Sponsored Simple IRA

### **Equal Employment Opportunity**

*A/C Masters Heating & Air Conditioning, Inc. is committed to providing equal employment opportunities (EEO) to all employees and applicants for employment. We will not discriminate against employees or applicants for employment on any legally-recognized basis including, but not limited to: race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, A/C Masters Heating & Air Conditioning, Inc. complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.*