Palmer Gas & Oil Job Description

Job Title: Service Technician
EEO Job Category: 3 – Technicians
Employment Classification: Non-exempt
Department: Service
Reports to:
Supervisor: Service Field Supervisor
Manager: Operations Manager
Prepared By: Joanne Ermer
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SUMMARY
Provides customer service and satisfaction by efficiently maintaining and repairing all Propane and Oil and A/C appliances sold by the company to Residential and Commercial customers in a manner that supports the company's commitment to service excellence and customer satisfaction.

WORK HOURS
- You will be notified of your work schedule. There are different work schedules:
- 7:00 am to 3:30 pm with a half-hour lunch 5 days/week.
- 6:30 am to 5:00 pm with a half-hour lunch break 4 days per week.
- Start time can vary between 6:30 and 7:30.
- Must be available to work on Saturdays and Sundays as needed and be a part of an on-call service rotation.
- End time will vary daily depending on the job. Occasionally, during our busy season, additional hours may be required to meet our business needs.
- On-call is required.

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

- Responsible for efficient communication, harmonious interaction and support of co-workers and management team members.

- Drives company vehicles safely and to perform requested service at customer's home or place of business to meet customer requirements and company productivity goals.

- Responds and drives to scheduled service call by dispatch or through answering service when on-call.

- Follows all company polices & procedures for customer repair visits.

- Documents all installed equipment upon arrival: make, model, serial number, type of fuel, necessary test measurements, and pictures where applicable.

- Diagnoses diverse electrical and mechanical service issues.

- Explains the diagnosed issue in concise terms to the customer, together with the resolution.

- Understands, and articulately conveys, company pricing and services to customers.

- Identifies and reports to owner potential opportunities for additional business (newer system, service contracts, and additional services).
- Completes visit by obtaining customer signature and correct customer information, including email address and phone number.
- Able to identify and correct any leaks from the tank to equipment connection.
- Attends seminars, training classes, and meetings sponsored by company.
- Repairs, installs and maintains gas and oil appliances, and heating, boiler, and furnace systems.
- Performs gas checks, tune ups, and clean outs on heating equipment.
- Installs propane gas tanks and oil tanks and related equipment.
- Maintains all required paperwork associated with service installations and service maintenance calls.
- Notes to customers account, any issues that require repair or compromise delivery or service.
- Maintains stock, parts, tools and safety and personal protective equipment in the vehicle.
- Maintains company vehicle, including frequent interior and exterior cleaning, and refueling. Performs pre- and post-trip inspections and reports all vehicle conditions requiring attention for continued safe operation and proper vehicle maintenance
- Assists in training new employees.
- Works on various projects and jobs assigned by the manager.
- Assists in performing tasks of other employees within the department as needed.
- Proficient in the use of electronic devices.
- Required to wear company provided uniforms.
- At the end of each job, call into dispatch to clear and confirm next job and refresh your tablet.
- If additional work is needed at the customer's location, schedule a follow up note.
- Always maintains and promotes company brand guidelines and core values (Friendly, Simple, Safe).

SUPERVISORY RESPONSIBILITIES: This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Must be able to work independently.
- Exceptional customer service skills.
- Must have NH gasfitter's license.

- Maine and Mass gasfitter's license a plus
- Maine Oil and Mass Oil a plus.
- Must be willing to get all licenses that the company helps train
- A/C skills a plus. Must be willing to learn.
- Must have strong troubleshooting skills
- Safe driving record
- CETP training
- Medical card must keep current.

SAFETY Working safely is a condition of employment. Employees are responsible for following all Palmer Gas & Oil safety policies and procedures, attending required safety meetings and training, and immediately correcting or reporting unsafe conditions.

Employees must immediately verbally report and photograph all vehicle crashes, injuries, or other incidents to their Manager. If the Manager is unavailable, the incident must be reported to the Safety Director, another Manager, or Human Resources.

Employees are expected to use all required personal protective equipment,
follow safe work practices, and perform only work for which they have been properly trained.

For employee safety and company fleet management, Palmer Gas & Oil has cameras installed in company vehicles.

EDUCATION and/or EXPERIENCE:
One year certificate from college or technical school; or three or more years of related experience and/or training; or equivalent combination of education and experience. Must be able to pass PERC Education Program (PEP) and all other required CETP training.

LANGUAGE SKILLS
Must speak fluent English. Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.

COMPUTER SKILLS
Microsoft Outlook, Ability to learn our computer software. Use Google Drive and search the employee intranet. Must be able to use a computer tablet.

MATHEMATICAL SKILLS
Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.

REASONING ABILITY
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee frequently is required to sit and climb or balance. The employee must regularly lift and/or move up to 50 pounds frequently and lift and/or move more

than 100 pounds. Specific vision abilities required by this job include close vision, distant vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Must be able to climb ladder and work in high places over 20 ft.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is regularly exposed to fumes or airborne particles, outside weather conditions, risk of electrical shock, and explosives. The employee is frequently exposed to wet and/or humid conditions and vibration. The employee is occasionally exposed to moving mechanical parts, high precarious places, and toxic or caustic chemicals. The noise level in the work environment is usually moderate.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Palmer Gas & Oil is a Drug Free Workplace. Must be able to pass a pre-employment drug screen, random testing and a criminal background check. Palmer Gas is an Equal Opportunity Employer.

Employee Acknowledgment:

_____
Employee's Printed Name

_____ _____
Employee's Signature Date

_____ _____
Manager's Signature Date