

JOB DESCRIPTION

HVAC Service Technician

Position Summary

The HVAC Service Technician is responsible for diagnosing, servicing, repairing, and maintaining residential and/or light commercial heating, ventilation, and air conditioning systems. This position requires strong troubleshooting skills, attention to detail, excellent customer service, and the ability to complete work safely and efficiently.

The ideal candidate is dependable, professional, mechanically inclined, and committed to delivering high-quality service while representing the company in a positive manner.

Key Responsibilities

Service & Repair

- Diagnose, troubleshoot, and repair HVAC systems including furnaces, air conditioners, heat pumps, mini splits, air handlers, thermostats, zoning systems, and indoor air quality products.
- Perform service calls and identify mechanical, electrical, airflow, and control-related issues.
- Repair or replace defective components such as motors, capacitors, contactors, boards, sensors, ignitors, relays, and other system parts.
- Complete warranty and non-warranty repairs in a timely manner.
- Verify proper operation of equipment after service or repair is completed.

Preventative Maintenance

- Perform seasonal maintenance and tune-ups on heating and cooling systems.
- Inspect equipment for wear, safety concerns, and potential future issues.
- Clean and test system components to ensure safe and efficient performance.
- Provide customers with recommendations for repairs, upgrades, or replacement when appropriate.

Customer Service

- Communicate clearly and professionally with homeowners, builders, property managers, and office staff.
- Explain repair options, maintenance findings, and system recommendations in a respectful and understandable manner.
- Maintain a professional appearance and positive attitude while on job sites.
- Build trust with customers through honesty, reliability, and quality workmanship.

Documentation & Reporting

- Complete all service tickets, diagnostic notes, and job documentation accurately and promptly.
- Record equipment model and serial numbers, parts used, labor time, and repair details.
- Submit paperwork, photos, and notes through company software or mobile applications as required.
- Communicate job status, parts needs, and follow-up items to dispatch and management.

Safety & Compliance

- Follow all company safety procedures and industry best practices.
- Operate company vehicles, tools, and equipment in a safe and responsible manner.
- Maintain compliance with EPA, OSHA, local code, and company policies.
- Use proper PPE and maintain a clean, organized, and safe work environment.

Team Support

- Assist installation crews or other technicians when needed.
 - Participate in training, meetings, and continuing education opportunities.
 - Maintain service vehicle stock, tools, and materials necessary to perform assigned work.
 - Support company goals by contributing to overall team performance and customer satisfaction.
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Qualifications

- Experience in HVAC service, maintenance, and repair required.
- Journeyman HVAC or Mechanical license required.
- Strong mechanical and electrical troubleshooting ability.
- Working knowledge of residential and/or light commercial HVAC systems.
- Ability to read wiring diagrams, schematics, and installation/service manuals.
- EPA Certification required (or ability to obtain, if applicable).
- Valid driver's license with acceptable driving record.
- Ability to work independently and manage time effectively.
- Strong communication and customer service skills.
- Basic proficiency with mobile apps, tablets, or service software.

Work Schedule

- Full-time position.
 - May include overtime, rotating on-call, evenings, or weekends depending on workload and season.
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Performance Expectations

- Arrive on time and prepared for scheduled calls.
 - Complete work accurately, safely, and efficiently.
 - Maintain strong customer satisfaction and professionalism.
 - Support company standards for quality, communication, and cleanliness.
 - Contribute to a positive team culture and company growth.
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Compensation & Benefits

- Competitive pay based on experience
- Company vehicle
- 8 Paid holidays / PTO
- Health, Dental, Vision, & Life insurance
- Retirement plan
- Uniform program
- Bonus opportunities
- Training and advancement opportunities