



SERVICE TECH RESPONSIBILITY (PLUMBING & HVAC)

OVERVIEW:

This role is responsible for performing the work associated with residential and commercial plumbing and HVAC service calls, including limited after-hours emergency service calls. After-hours emergency service calls will be handled on a limited basis and must be for an existing customer with a current service agreement in place. Responsibilities include coordinating with the service manager to schedule service calls and determining which calls are most urgent.

Reports to: Service Manager

Critical Responsibilities: Communication
Service Equipment (Plumbing & HVAC)
Safety
Procure and Housecall Pro
Customer Service

COMMUNICATION:

Duties:

1. Troubleshoot and diagnose plumbing and HVAC problems. The technician must identify the source of an issue and recommend the best course of action to the customer.
2. Educate customers about the plumbing or HVAC issue. Technicians must communicate clearly, manage expectations, and provide guidance on preventative maintenance.
3. Coordinate service schedule with the Service Manager daily.
4. Notify the Service Manager of any additional work needed or issues found during a service call.

SERVICE EQUIPMENT (PLUMBING & HVAC):

Duties:

1. Check drain cleaning machines, cables, and HVAC service tools (gauges, vacuum pumps, leak detectors, combustion analyzers, etc.) monthly or as required to ensure they are in proper working order.
2. Inspect the SeeSnake and HVAC diagnostic equipment after each use to ensure readiness for the next service call.



Duties, continued:

3. Keep the service vehicle clean, organized, and fully stocked with plumbing and HVAC materials.
4. Have the service vehicle inspected and repaired as required.
5. Maintain and properly store HVAC materials such as filters, refrigerants, coils, motors, electrical components, and other system parts.

SAFETY:**Duties:**

1. Wear proper PPE as required per VMI safety program.
2. Protect the customer and their property by assessing the safest course of action before making repairs.
3. Tag and put damaged plumbing or HVAC equipment out of service and coordinate repair before it can be used again.
4. Keep work area clean during service and perform complete cleanup upon completion.

PROCORE:**Duties:**

1. Fill out T&M tickets daily.
2. Take appropriate photos of issues before and after work is performed (as allowed by the customer).
3. Upload HVAC and plumbing service documentation, equipment information, and jobsite notes per company procedures.

CUSTOMER SERVICE:**Duties:**

1. Use only professional and appropriate language.
2. Wear Vision-supplied shirts, jackets, etc.
3. Keep clothing, tools, and appearance clean and professional when entering a customer's residence or business.
4. Wear new booties when entering a home.
5. Provide courteous, respectful, and thorough service for both plumbing and HVAC customers.



VISION
MECHANICAL INC.

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Employee Acknowledgement:

I have read and understand the outlined responsibilities and duties of my job. I agree to carry out these responsibilities and any additional duties requested to the best of my ability.

Print: _____

Signed: _____

Date: _____