

General Services Technician

House Call Company offers residential home performance contracting (HPC) solutions that increase in-home comfort, health, and safety and significantly reduce energy usage and utility bills. We apply building science principles and sophisticated diagnostic equipment to quickly pinpoint causes of common problems and prescribe cost-effective solutions that resolve them permanently. The result of HCC solutions is an optimal in-home environment that typically reduces energy by 25% to 60% or more! Other benefits include:

- A safer, more comfortable, and draft-free home
- Enhanced indoor air quality
- Improved home durability and reduced maintenance costs
- Increased resale value

What's more, each home that implements a HCC project helps keep 200 tons of carbon dioxide a year out of the atmosphere (that's the same as planting 125 trees)! HCC award-winning solutions have improved the comfort and energy savings of nearly 10,000 families. HCC participates in Home Performance with ENERGY STAR and is accredited by the Building Performance Institute. For more information, visit www.housecallcompany.com

DUTIES & RESPONSIBILITIES

The General Services Tech is responsible for performing general duties at the job site as assigned by the ServiceManager. Such duties could include maintenance and repairs of complex equipment with limited or no supervision in a highly skilled, safe, and professional manner. Specific roles will be working on HVAC, plumbing, and electrical equipment while using a high degree of independent judgment.

The responsibilities of the General Services Tech include, but are not limited to, the following:

- Provides prompt and professional service to all customers. This includes being polite, courteous and respectful.
- Completes customer service schedules on time. Keeps internal personnel informed of daily schedule.
- Demonstrates professional knowledge of all company products and services.
- Installation of HVAC, plumbing, and electrical equipment/units, including electronic and mechanical components
- Installation of HVAC ductwork including flexible tubing and sheet metal construction
- Troubleshoot and repair HVAC, plumbing, and electrical equipment/units including electronic and mechanical components
- Install or repair fuel and water supply lines
- Install or repair electrical connections to HVAC, plumbing, and electrical equipment/components
- Conserve, install and recycle CFC and HCFC (Chlorofluorocarbon family) refrigerants
- Install or repair HVAC, plumbing, and electrical equipment for system automation components for businesses or "smart homes".
- Access customer's HVAC, plumbing, and electrical equipment/unit in appropriate manner. If necessary cut holes in various materials, wearing safety equipment. If necessary, repair holes.
- Clean up any work areas, removing all debris and dust.
- Follow all safety procedures.
- Ask customers for additional business and successfully sell add-on services and products
- Operate company vehicle with good judgment, obeying all laws and rules of the road.
- Maintain an acceptable driving record.

- Maintain assigned company vehicle in accordance with all policies and procedures.
- On a daily basis, accurately complete paperwork.
- Satisfactorily complete daily check-out and check-in procedures in a timely manner.
- Comply with all company and OSHA safety standards
- Follow proper protocol at the job site and present a professional image to the customer
- Perform other duties as assigned

MINIMUM QUALIFICATIONS

- High school diploma or equivalent preferred
- Must pass drug tests and background checks
- Good communication skills and at least one year of experience interacting with homeowners preferred

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to work eight to twelve hour days, rotating schedule, nights, weekends and be on call nights and weekends as assigned
- Ability to work on consecutive Saturdays and Sunday if required
- Ability to work in tight attic spaces and not be limited by them
- Ability to climb ladders and work on roofs
- Ability to lift up to 75 lbs and carry equipment and supplies into the customer's home
- Knowledge of residential construction including framing details and are mechanically inclined
- Knowledge of exterior surfaces including roofing and siding as well as ability to make minor drywall repairs
- Experience with using power tools including ½-inch chuck drills, circular saws and reciprocating saws