



Date

9/8/2023

Job Description and Responsibilities:

HVAC Service Technician

Job Introduction:

Comfort Control is a family owned, customer focused, service company and the premier Heating, Air Conditioning and Plumbing contractor in North Central Ohio. We are seeking to add an experienced HVAC Service Technician to our friendly, energetic, and enthusiastic team. We take pride in providing the absolute best experience for our customers, the best products on the market and have the highest standards for installation and service. Our vision is to consistently exceed our customers' expectations, provide our employees and their families a place they are proud to work and give back to the community that has supported us since 1980.

Do you have an optimistic and enthusiastic personality, yet a precise and systematic method for going about your job? We have high standards for the work we perform and consider our employees and loyal customers to be a part of our extended family. If you are confident, trustworthy, have a high attention to detail and are focused on advancing your career in HVAC, this is the opportunity for you!

Primary Job Responsibilities:

- HVAC Service Technician (Technician) will be expected to follow and uphold all aspects of established company culture, core values and standards for excellence.
- Technician will diagnose and repair residential and commercial HVAC and Fireplace equipment.
- Technician will be expected to be on time and complete service calls in order and in a timely manner.
- Technician will be required to read, understand and follow all manufacturer service manuals and instructions.
- Technician will be expected to complete all paperwork relating to service calls in a timely manner for billing at the completion of each job.
- Technician will be expected to be familiar with and proficient using the tools necessary to perform their job (gauges, torches, vacuum pumps, etc.).
- Technician will be expected to provide written documentation to the service dispatcher and/or service manager of all service and customer related problems.
- Technician will be expected to be comfortable working individually or as a team.
- Technician will be responsible for maintaining a position on the "On-Call/Service" rotation (approx. once per month).
- Technician will be expected to follow all established and normal safety precautions while on the job.
- Technician will occasionally be expected to work on ladders and be comfortable with heights.
- Technician will report to the Service Manager and will take daily instruction from the Service Dispatcher.
- Technician will be expected to interface with customers in their homes and places of work and therefore must maintain an acceptable appearance and manners.
- Technician must provide excellent customer service and a friendly, professional attitude toward all customers and co-workers.

Qualifications:

- 5+ years as an experienced HVAC technician or installer is preferred, but not required.
- Candidates with Nate, EPA or any other industry recognized certifications are preferred, but not required.
- Must possess a valid driver's license and be able to pass a pre-employment drug screen and background check.
- Candidate will be expected to perform physical activities and occasionally lift items up to 50 lbs on their own.



Benefits Include:

- Compensation Based on Qualifications and Relevant Work Experience
- Company supplemented Health, Vision and Life Insurance
- Weekly on-call bonus
- Accrued Paid Holidays/Vacations/ Sick time
- T. Rowe Price Simple IRA with 3% Company Match
- Continuing Education & Tuition Reimbursement (up to \$2,000/yr)
- Tool Allowance & YMCA Membership Reimbursement
- Company Sponsored Clothing, Outings and Team Building
- Company vehicle and cell phone and/or tablet