

Stanley Best Heating & Air Service Technician

Office Location: 603 Calderwood Highway, Maryville, Tennessee. *Primary service area includes Blount, Knox, Loudon, & Monroe Counties.*

Summary of Job: This position is responsible for responding to residential/commercial HVAC calls in order to perform scheduled maintenance or diagnose/solve issues and perform repairs to a variety of equipment types including heat pumps, ductless or gas systems, furnaces, motors, coils, compressors, thermostats, humidifiers, drainage or filtration systems and air purifiers.

Work Hours: 7:30 am to 4:00 pm, Monday through Friday, some overtime, weekends and stand by on call for 24-hour service. Must live within the service area.

Essential Duties and Responsibilities:

- Present a professionally appropriate appearance.
- Provide excellent customer service to all customers
- Respond in a prompt and timely manner to daily HVAC service calls as dispatched.
- Perform service/maintenance on conventional systems at the customers' home or workplace.
- Effectively evaluate and diagnose potential problems with HVAC systems
- Perform repairs found on systems in a timely manner
- Communicate, educate, & advise customers on system operation; properly explain repairs as identified
- Ensure company vehicle cab and cargo area is clean, neat, organized and well stocked
- Ability to utilize company technology in reporting, documentation, and communication
- Must be thorough, detail oriented and committed to excellent job performance
- Must be able to handle stress, job demands and work cooperatively with others
- Other duties as assigned

Education and Experience:

- High School diploma or equivalent GED preferred
- 3+ years of experience in a combination of HVAC Install/Service
- EPA Certification
- Able to pass a background screening and pre-employment drug test required.
- Valid driver's license with a good driving record required.

Skills and Abilities:

- Understands proper operation of HVAC equipment and basic electronics of system
- Able to troubleshoot and repair basic repairs to HVAC systems and equipment
- Knowledge of duct systems and air quality equipment

Physical Demands/Working Conditions:

The activities described below are those that must be met to perform the essential functions of this job. Reasonable accommodation may be made to enable those with disabilities to perform the functions. Employees are required to:

- Ride or drive in a vehicle for 2 or more hours at a time
- Work at outside job sites, be exposed all weather conditions including extreme temperatures
- Work in cramped spaces, extremely bright or inadequate lighting conditions, distracting/uncomfortable sounds/noise levels or be exposed to contaminants
- Frequently use their hands to handle, control or feel objects, tools, or controls.
- Sit, talk, hear, and stand frequently throughout the day
- Climb, reach above shoulder height, stoop, kneel, crouch or crawl frequently
- Lift heavy objects (up to 75 pounds) and performing strenuous physical labor under adverse field conditions.
- Face hazardous conditions, high places and/or potentially dangerous equipment.
- Work with or around chemicals that require knowledge of a safety data sheet.

Job Type: Full-time

Pay rate: \$16.00 - \$23.00 Based upon experience

Stanley Best Heating & Air is an Equal Employment Opportunity & Affirmative Action employer. We do not discriminate based on race, color, religion, gender, age, national origin, veteran status, disability, genetic information or testing, or family and medical leave.