
Job Description – Service Technician

JOB SUMMARY:

Are you a customer-focused and talented HVAC Diagnostic Service Technician? Do you want a career, not just a job? We aim to keep our brand reputation strong and all of our customers happy. We do NOT cut corners here and expect 100% honesty/integrity in dealing with customers. Is that you? Join us at Yost & Campbell. Our company culture is unmatched. Help us help our customers feel comfortable in their own homes! Yost & Campbell is the market leader for residential HVAC service in Westchester the Bronx and Queens. We are proud of our past and even more excited about our future. Yost & Campbell continues over 80 year trend of growth and stability. Our customers love us and keep recommending our services, so we're trying to keep up with the constant demand. **We are hiring experienced Techs right now for Diagnostic Repair Service, but only the best! We have very high standards. Top-performers with strong ethics, please apply. You'll be glad you did!**

JOB DESCRIPTION:

Diagnostic troubleshooting & repair with all aspects of residential HVAC including Steam and Hot Water Boilers, Central Heating and A/C units as well as ductless split systems.

JOB RESPONSIBILITIES:

- Must partner with dispatchers, other technicians and managers to provide customers with service as outlined in department policies & procedures
- Must address customer issues and ensure effective & long-term problem resolution
- Serves existing & new accounts by analyzing work orders; following daily travel schedule; investigating complaints; conducting tests; resolving problems
- Maintains rapport with customers by examining complaints; identifying solutions; suggesting improved methods & techniques; recommending system improvements
- Keeps personal equipment operating by following instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; performing repairs
- Documents service actions by completing forms, logs, and records
- Updates knowledge by participating in educational opportunities and individual training with our company Trainer, and reading professional publications
- Accomplishes operation & organization mission by completing related results as needed
- You must be able to maintain professional conduct in all work situations, have a "clean cut" appearance and adapt well to all types of working conditions

MINIMUM JOB REQUIREMENTS:

- 3+ years of HVAC Diagnostic Repair Service Technician experience
- Universal or EPA Type II Certification
- High School Diploma or GED
- Must pass criminal background check
- Must have an insurable driving record & valid driver license
- Able to meet Physical Demands and tolerate Work Environment ***See Below***
- Must be able to fluently speak, read, and write in the English language

PREFERRED JOB REQUIREMENTS:

- 3+ years of residential HVAC Diagnostic Repair Service Technician experience

YOST & CAMPBELL IS PROUD TO OFFER:

- Competitive Pay and Commissions
- Profit Sharing
- Support (you do what you do best, we take care of the rest)
- Year Round Stability
- Overtime Available
- Generous PTO (paid time off) Awarded
- 7 Paid Holidays
- Company Vehicle & Gas Card
- Medical, Dental, Vision, Life, Long & Short Term Disability Insurance
- 401k Retirement Plan Matched by the Company
- Growth Opportunities & Ongoing Training/Development

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is occasionally required to stand; walk; crawl for extended periods of time; use hands to finger, or feel objects, tools, or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch, or sit; talk or hear. The employee must occasionally lift and/or move up to 80 pounds averaging five times per day.

WORK ENVIRONMENT:

The duties of this job are performed mostly in extreme hot to cold weather conditions and in confined/close spaces 80% of the time i.e. as crawl spaces and attics.

Pay: \$20.00 - \$37.00 per hour