JOB DESCRIPTION

| **Title** | Residential HVAC Installer | | |
| --- | --- | --- | --- |
| **Reports To** | [Insert Title] | | |

**Job Purpose**

The Residential HVAC Installer at [Organization Name] will be responsible for providing service and support for residential HVAC systems following manufacturer’s specifications and company requirements. The position’s main responsibilities include installing, maintaining, repairing, and providing service to heating, ventilation, air conditioning, and refrigeration systems that control the air quality and temperature in residential buildings.

The ideal Residential HVAC Installer has technical proficiency, organizational skills, problem solving skills and customer service skills.

**Duties & Responsibilities**

Key responsibilities include, but are not limited to the following:

* Inspect the effectiveness and safety of the current customer’s HVAC system
* Install, maintain, and repair the customer’s ventilation, air conditioning systems, and equipment
* Provide professional guidance and advice for clients in their choice of the most acceptable air quality system which will satisfy their requirements
* Analyze HVAC systems for electrical and mechanical defects
* Determine the right material(s) needed for installation work by pre-measuring jobs
* Clean, adjust, and repair systems
* Perform warranty services
* Maintain a detailed inventory of all HVAC equipment and resources
* Ensure that the necessary paperwork is accurately, neatly, timely, and thoroughly completed
* Ensure compliance with appliance standards and with Occupational Health and Safety Act
* Participate in all technical training
* Provide necessary support to other team members to be able to complete tasks on time as instructed by management
* Comply with service standards, work instructions, and customers’ requirements
* Answer client questions, ensuring a cordial and professional relationship with them when installing or servicing their equipment
* Take note of client complaints, escalating as required
* Ensure cleanliness of client’s home following service and installation
* Additional related duties as assigned

**Core Competencies**

* Ability to work independently and to collaborate as an effective team member
* Aptitude for critical thinking and problem solving
* Excellent attention to detail
* Strong organizational and time management skills
* Excellent interpersonal and customer service skills
* Reliable and self-motivated
* Exceptional written and verbal communication skills
* Safety-conscious

**Qualifications**

* High school diploma or GED is required
* XX years of HVAC installation experience (required/preferred)
* Current HVAC technician license is required
* Vocational, training, or apprenticeship of an HVAC program is an asset
* A valid driver’s license is required (travel to client’s properties)
* Understanding of advanced principles of air conditioning, refrigeration, and heating
* Knowledge of safe work practices

**Working Conditions**

* The standard work week for this position is XX hours.
* The standard business hours for this position are from <insert time> to <insert time>; Monday to Friday.
* Overtime and hours worked outside of the standard work schedule are required, including some evenings as needed.
* This position involves travel to client homes and to the company’s warehouse.
* This position is very active and requires standing, walking, bending, kneeling, stooping, crouching, and working in confined spaces.
* This position may require lifting of products weighing up to XX pounds.
* On-call requirement for emergencies.