



## Opportunity Profile

### HVAC Technician

#### **Our Mission**

To provide Opportunity and Super Experiences to our Team, Clients, Agents, and all we serve.

#### **Our Vision**

To deliver Super Home Services to 75,000 homeowners annually.

#### **Values**

F.R.E.E.D.O.M

Fearless, Respectful, Excellence, Education, Diligence, Opportunity, Motivation.

#### **Culture**

Being a superhero is hard, and we will expect your best every day. We place a high priority on integrity, dependability, punctuality, extraordinary customer satisfaction and going above and beyond the job profile. We offer a great work atmosphere, competitive salary, flexible schedule, and healthcare benefits.

#### **Company Expectations**

Show up on time, show up ready to go, work while at work, focus on providing great client experiences, strive to be physically fit, mentally fit, and emotionally stable. Be kind to all, and if a client is disgruntled, kill them with kindness. Look for opportunities for the company and for yourself. Seize opportunity when it arises, plan your time, have a plan, set personal and professional goals, dress appropriately, and persevere when difficulty arises. Be clear about the company's vision and your personal vision. Be effective, not perfect. Take time for refreshment and relaxation when needed, respect your coworkers, and be a part of the team.

## **Position Overview**

We are seeking a skilled and customer-focused HVAC Technician to join our team. This position is responsible for installing, maintaining, troubleshooting, and repairing residential and commercial HVAC systems to ensure the comfort, safety, and satisfaction of our clients. The ideal candidate is dependable, technically proficient, safety-conscious, and committed to delivering exceptional service.

## **Primary Responsibilities**

- Install, maintain, and repair heating, ventilation, air conditioning, and indoor air quality systems.
- Inspect equipment and identify potential maintenance concerns before they result in system failures.
- Diagnose electrical, mechanical, and performance issues accurately and efficiently.
- Perform routine maintenance, cleaning, adjustments, and warranty-related repairs.
- Respond to service calls and emergency repair requests in a timely manner.
- Provide technical guidance and support to apprentices and less experienced technicians.
- Maintain accurate service records, maintenance logs, and job documentation.
- Ensure compliance with company policies, manufacturer specifications, and applicable safety standards.
- Follow all safety procedures and maintain a clean, organized work environment.
- Communicate professionally with customers, answer questions, and explain recommended repairs or system improvements.
- Educate customers on HVAC system operation, maintenance, and indoor air quality solutions.

## **Qualifications**

- High school diploma, GED, or equivalent required.
- Minimum of one year of HVAC service, maintenance, or installation experience preferred.
- Working knowledge of heating, cooling, refrigeration, and ventilation systems.
- Ability to read and interpret schematics, wiring diagrams, and technical documents.
- Strong troubleshooting and diagnostic skills.
- Valid driver's license with an acceptable driving record.
- Ability to work evenings, weekends, and on-call schedules as needed.
- Ability to work in attics, crawl spaces, rooftops, and other physically demanding environments.

## **Required Skills**

- Coachable with a commitment to ongoing learning and development.
- Strong attention to detail.
- Excellent customer service and interpersonal skills.
- Strong verbal and written communication abilities.
- Analytical problem-solving skills.
- Ability to work independently while contributing to a team environment.
- Commitment to quality workmanship and doing the job right the first time.

## **Benefits**

- Competitive compensation (\$28-\$35 per hour) with opportunities for career advancement and professional growth.
- Medical, dental, vision, and life insurance.
- Health Savings Account (HSA).
- 401(k) retirement plan.
- Flexible scheduling opportunities.
- Short-term and long-term disability coverage.
- Employee discount programs.
- Comprehensive training and ongoing professional development.