

## **Service Technician/ Installer Job Description**

*The primary function of the technician is to diagnose equipment problems and service and install various types of water treatment equipment, including, but not limited to: softeners, neutralizers, iron filters, UV systems, pH control systems, drinking water filters, RO systems and other similar units.*

### **Technicians must:**

Be able to regularly carry heavy items such as 50 lb. bags of salt and 5-gallon buckets of neutralizer material and use a hand truck to transport equipment into customer's homes/ basements.

Always be polite and respectful to customers and fellow employees and customer and company property

Maintain a safe driving record

Be able to properly use a variety of hand and power tools

Provide own basic hand tools

Keep service vehicles organized, stocked and neat and advise management of items that need to be ordered

Maintain a neat appearance always while representing the company. Uniform shirts and jackets are provided.

Use calculator to add up service parts and charges, calculate sales tax and present a bill to customer for payment. Use phone app to take credit card payments.

Arrive at work at the scheduled time and work the scheduled hours

Perform basic water tests and understand the results, take lab samples and fill out lab paperwork (training provided).

Study for, obtain and maintain all required licenses and certifications (company pays for all study materials, testing fees and licensing fees)

Prepare equipment and supplies for future jobs

Perform equipment repairs in shop as needed

Help maintain shop in a neat and orderly manner

### ***Additional Information for technicians:***

#### **PROBATIONARY PERIOD:**

All new hires are considered to be on probation for the first 90 days. Management may extend this period if progress is not satisfactory

#### **TYPICAL SCHEDULE:**

Work 4 ten-hour days per work week. Off Saturday, Sunday and one weekday except when on call.

On call approximately every third weekend. All hours worked while on call are considered overtime.

Our two week pay period starts on Sunday and ends on Saturday with check dated the following Friday.

If it is necessary to schedule work on a Saturday and you are on call, you will be expected to perform the work.

There is some flexibility in scheduling with advance notice

*TYPICAL SCHEDULE CONTINUED:*

During probationary period, schedule may be adjusted to allow for more training opportunities

**HOLIDAYS, VACATION AND SICK TIME:**

After completion of the probationary period, paid holidays are:

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Eve- ½ day

Christmas Day

Vacation time accumulates at the rate of 6.7 hours paid time per full month worked, starting with the date of hire but not redeemable until completion of the probationary period. This could be the equivalent of 80.4 hours per year.

Sick time accumulates at the rate of 2.7 hours paid time per full month worked, starting with the date of hire but not redeemable until completion of the probationary period. This could be the equivalent of 32.4 hours per year.

**MEDICAL AND DENTAL INSURANCE:**

Starting with the first full month of employment, employee is eligible to enroll in the company health insurance plan. The company pays 75% of the premium for the employee for health insurance. Spouse and/or children can also be enrolled, and the additional premiums paid via payroll deduction. Dental insurance is fully paid by the employee.

**RETIREMENT SAVINGS PLAN:**

We maintain a "SIMPLE IRA" for our employees and put a percentage of your annual salary into the plan based on your contribution to the plan.

**PAY STRUCTURE AND MISC. INFORMATION:**

Company cell phone provided.

Starting salary dependent upon previous experience and skills.

Satisfactory progress is defined as technician being able to receive good or average ratings at the 30, 60 and 90-day reviews and meeting the 30, 60 and 90 day goals.

After satisfactory completion of the probationary period, employee is eligible to earn additional money in the form of commissions, incentives and referrals.

The WQA Certified Installer or Certified Service Technician test must be taken and passed within two years of full time hire date.