



<b>Job Title</b>	<i>Duct Cleaner (HVAC Technician Apprentice)</i>
<b>Reports to</b>	<i>HVAC Service Manager</i>

### **Job Purpose**

A Duct Cleaner plays a critical role in our success by providing our residential members clean, reliable and expertly engineered cleaning of the entire duct system in their home.

### **Wage & Classification**

- This is a non-exempt position.
- Starting wage: \$20 - \$22/ per hour.

### **Essential Elements of the Job**

- Provide excellent customer service while educating homeowners about the duct cleaning process and expected outcome.
- Move equipment and home protection devices into the home to prepare for maintenance to be performed.
- Inspect the duct work system throughout the home including supply, return, and dryer vents.
- Expertly clean all ventilation throughout the home.
- Educate the homeowner of available indoor air quality (IAQ) options for their specific home

### **Additional Responsibilities of the Job**

- Collect payment upon completion of each job.
- Participate in company provided on-going industry training for potential advancement.
- Maintain duct cleaning equipment daily including minor repair and tune-ups.
- Complete a weekly vehicle safety inspection.

### **Duties and Responsibilities**

- Expected shifts for this position include Monday – Friday, 7:30 – 4:30

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Required:

- Ability to operate company vehicle and equipment.
- Strong customer service skills.

### **Performance Expectations**

- Request 100% of customers to complete an online company review.

- Performance based customer satisfaction ratings, reliability, and promptness to all departmental functions.

<b>Working Conditions &amp; Physical Requirements</b>						
<i>Physical Demand</i>	<i>NA</i>	<i>Rarely</i>	<i>Occasionally</i>	<i>Frequently</i>	<i>Constantly</i>	<i>Weight</i>
Standing					X	
Walking					X	
Sitting		X				
Lifting				X		80 lbs
Carrying				X		80 lbs
Pushing			X			100 lbs
Climbing			X			
Stooping					X	
Handling					X	
Grasping					X	
Talking				X		
Hearing				X		
Eye/Hand/Foot Coordination				X		

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

<i>Working Condition</i>	<i>NA</i>	<i>Rarely</i>	<i>Occasionally</i>	<i>Frequently</i>	<i>Constantly</i>
Extreme cold				X	
Extreme heat				X	
Humidity	X				
Wet	X				
Noise				X	
Hazards			X		
Temperature Change				X	
Atmospheric Conditions	X				
Vibration	X				
Other	X				

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Scope of the Position**

#### Freedom To Act

- Work is accomplished without considerable direction. Exercise judgment in selecting methods, techniques, and evaluation criteria in obtaining results. Takes calculated risks with consultation from the expert.

#### Problem Complexity and Problem Solving Timeframes

- Provides resolution to problems that are readily identifiable with limited scope and are resolved in accordance with standard practices, procedures, applications or routines. Problem/Task resolution timeframe: Most tasks are typically completed in one day.

#### People Management

- This position does not carry any supervisory responsibilities

#### Impact

- Failure to achieve results or erroneous judgments may create a loss in revenue and require the allocation of additional resources to correct and / or address.

Contact with Others

- Frequently inter-organizational and outside customer contacts. Part of a team who represents the organization.

Financial Responsibility

- The incumbent does not currently have budgetary or asset control responsibilities

<b>Approved by:</b>	<i>Jim Baker / Director of Human Resources</i>
<b>Date created:</b>	<i>1.28.2021</i>
<b>Reviewed/Revised:</b>	<i>5.17.2022</i>

***This job description is intended as a summary of the primary responsibilities and qualifications for this position. The job description is not intended as inclusive of all duties an individual in this position might be asked to perform or of all qualifications that may be required either now or in the future.***

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*Employee Name Printed*

\_\_\_\_\_  
*Employee Signature*

\_\_\_\_\_  
*Date*