



Job Title	<i>HVAC Installer Helper</i>
Reports to	<i>HVAC Install Manager</i>

Job Purpose

An HVAC Installer Helper plays a critical role in our success by assisting our HVAC Installer and being a key contact with homeowners who have purchased new HVAC equipment. Their professionalism, job knowledge, and problem-solving ability ensure complete customer satisfaction leading to customer loyalty.

Wage & Classification

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

Essential Elements of the Job

- Assist an HVAC Installer in the installation of HVAC related equipment according to manufacturer's specifications under the supervision of the HVAC Installer.
- Assist the HVAC Installer in a safe and respectful manner.
- Participate in ongoing company sponsored training program to grow in the HVAC field.

Additional Responsibilities of the Job

- Participate in completion of the Install Quality Checklist after every install.
- Effectively communicate with client in a way that represents Doctor Fix-It in a professional manner.
- Assist in documenting all installed equipment: make, model, serial number, etc.
- Develop through training skills to diagnose diverse service issues, obtain replacement parts, calibrate system to manufacturer's recommendations, and educate the client fully on the issue and what is needed to correct.

Duties and Responsibilities

- Expected shifts for this position include Monday – Friday, 8:00 – 4:00 but work is very open-ended and variable. Be available to work weekends on a rotating basis.
- Follow all safety protocols while working in a client's home, driving in a company vehicle, performing job functions in the company warehouse and yard.
- Wear required PPE at all times, this includes company approved safety glasses, gloves, masks and work boots.
- Travel to job sites in service area.
- Assist in maintaining good working order of company vehicle including refueling as necessary, reporting any mechanical issues immediately, and filling out and submitting weekly vehicle inspection report. Vehicle should be washed on a regular basis.
- Maintain proper stock, parts, tools, and safety equipment in the vehicle.
- Participate in company provided training opportunities on latest industry technologies.

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:

- Clean driving record – able to be covered on company policy

Preferred:

- Two years' experience working with your hands and seriously interested in developing in an HVAC career
- NATE and EPA Certifications a plus! (And if you are not training will be provided to help you acquire!)

Working Conditions & Physical Requirements

<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		
Crawling				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 with moderate supervision. Follows established and detailed directions. Work is reviewed for accuracy and overall adequacy.

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. The majority of tasks are resolved in one day.

People Management

- This position does not carry any supervisory responsibilities.

Impact

- Erroneous decisions or recommendations would normally result in failure to reach goals crucial to significant organizational objectives and would profoundly effect the image of the organization.

Contact with Others

- Frequently inter-organizational and outside customer / vendor contacts. Part of a team who represents the organization. Monitors activities and communicates information across the organization.

Financial Responsibility

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

Approved by:	<i>Jim Baker / Director of Human Resources</i>
Date created:	<i>4.19.2021</i>
Reviewed/Revised:	<i>3.23.2022</i>

This job description is intended as a summary of the primary responsibilities of 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.

Employee Name Printed

Employee Signature

Date