

JOB DESCRIPTION

Position Title:	Installation and Service Estimator
Department/Location:	Laconia, Court Street Office and Various Vendor and Customer Locations
Reports to	Service Manager
Status:	Non-Exempt

Summary:

The Installation and Service Estimator is responsible for deciding the projected time frame needed to complete a project and additional factors like labor needs, materials, budgets and potential setbacks. Their duties include communicating with personnel and contracted professionals or vendors, using computer software to weigh job risks to communicate managing leaders, outlining their suggestions for upcoming projects.

Essential Duties / Responsibilities:

- The Estimator is responsible for designing and calculating the cost, time, materials, and labor required for a project. This includes propane, heating oil, and kerosene fired heating systems, central air and ductless (mini-split) air conditioning systems, and heat pumps.
- Respond to initial customer requests for installations and service work in a timely manner and manage entire follow-up process in a timely manner utilizing Ignite's Proposals/Quotes database module.
- Use computer software, manufacturer materials, sales representative contacts, and any other resources to ensure that the installation options presented to customers is as optimal as possible from an efficiency and cost perspective, and that it satisfies the customer's needs and expectations.
- Visit job sites during installations and service work projects to ensure work is being done as described to customer.
- Track cost of customer requested job changes and ensure customer is aware of additional cost to customer required for such changes
- Maintain customer satisfaction by communicating to customer the potential options for any potential changes we deem necessary.
- Ensure customer sees value of purchasing heating and cooling equipment from Stafford Oil & Propane.

Qualifications / Demonstrable skills:

- Solid understanding of propane, heating oil, and kerosene fired heating systems and central air and mini-split (ductless) air conditioning systems, and heat pumps
- Understands and follows all applicable codes for proper installation.
- Excellent attention to detail.
- Strong organizational skills.
- Ability to communicate effectively with customers, co-workers, vendors, and management.

- Ability to set priorities, work in a varying pace environment, multi-tasking when necessary.
- Ability to work independently as well as part of a team.
- Working knowledge of Ignite software once trained, MS Office (Word, Excel) applications.

Education / Experience:

High school diploma or equivalent

Experience installing and designing propane, heating oil, and kerosene fired heating systems and central air and mini-split (ductless) air conditioning systems

Stafford Companies Mission Statement:

To provide our customers with quality products at a fair price; to provide service in a manner that respects all customers; to treat our customers and employees with consideration; to care for the environment and support the community in which we live.