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• 231 COURT STREET
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• LACONIA, NH 03247
www.staffordoil.com

JOB DESCRIPTION

Position Title: Service Technicians – Oil, Propane/Gas and/or AC

Department/Location Laconia, Court Street Office

Reports to Service Manager

Status Non-Exempt

Summary:

Ensure that each customer receives outstanding customer service by providing a customer-friendly environment which includes greeting, assisting, and thanking every customer; maintaining outstanding standards; solid product knowledge; and all other components of customer service.

The service technician is responsible for servicing and installing burners, furnaces, and air conditioners as assigned by the Service Manager.

Essential Duties / Responsibilities:

- Install and service in homes and commercial establishments, with exceptional knowledge of the tools and testing equipment
- Be available for rotating on call schedule for nights and week-ends
- Assemble and install equipment according to code
- Electronic combustion testing
- Follow checklist and complete proper paperwork for each service or installation call
- Collect payment from customers for COD services as required
- Assist in maintaining Stafford building and grounds when required
- Assist in any other tasks as assigned by manager
- Assure that assigned vehicle is clean and in good operating condition. Check fluids daily

- Assure that inventory is at proper level to ensure parts availability for performing service. Physical inventory of truck is to be performed twice yearly
- Wear provided company uniform, and present a neat, courteous image to the customer at all times
- Report any unusual service or vehicle problems immediately to Service Manager
- Use provided safety equipment and adhere to all safety policies

Job Impact

- Service technicians are responsible for ensuring that all service and installations are performed in a timely, efficient, courteous manner.

Job Authority

- The dispatcher has authority to carry out the duties and responsibilities as granted by the Service Manager.

Qualifications / Demonstrable skills:

- Two to four years of experience; preferred
- Demonstrable skills in repair, cleaning, and installation of burners and air conditioners, to include some plumbing and electrical knowledge.
- Ability to communicate effectively with customer, co-workers, vendors, and management.

Education / Experience:

High School diploma or GED preferred

Any equivalent combination of experience and training that provides the required knowledge, skills, and abilities.

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.

Essential Physical Requirements Service Technician

Work Schedule:

Number of Hours per Day:

8+

Number of Hours per Week:

40+

Job Requires:

Maximum Lifting/Carrying of:

50 lbs

Frequent Lifting/Carrying of:

25 lbs

Approximate Ground to Overhead Maximum:

20 lbs

Repetitive Motion:

Required Repetitive Motion? (Check all that apply)				
	Wrist	Elbow	Shoulder	Ankle
Right	X	X	X	X
Left	X	X	X	X

JOB REQUIRES:

Amt of Time Spent:

	Continuous 100%-67%	Frequent 66%-34%	Occasional 33%-1%
Bending		X	
Kneeling	X		
Squatting		X	
Climbing		X	
Standing	X		
Walking		X	
Sitting		X	
Reaching		X	
Driving			X
Fine Motor Skills		X	
Lifting/Carrying		X	
Twisting		X	
Writing/Data Entry			X