



Position Title: **Experienced Gas, Oil and A/C Technician**

Department/Location: Based in Laconia; serving Central NH

Reports to: Field 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 oil and gas heating equipment and air conditioning equipment as assigned by the Field Service Manager in a timely, efficient, and courteous manner.

Essential Duties / Responsibilities:

- Install, and service, oil and gas heating equipment and air conditioning equipment in homes and commercial establishments
- Participate in the rotating on call schedule for nights and weekends
- Assemble and install oil storage tanks according to code
- Assemble and install propane storage tanks according to code
- Perform electronic combustion testing
- Follow a checklist and complete proper paperwork for each service call or installation
- Collect payment from customers for services as required
- Assist in maintaining Stafford Oil Company's 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
- Assure that inventory is at proper level to ensure parts availability for performing service. Physical inventory of truck is to be performed as necessary

- 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 a Service Manager and/or Mechanic
- Use provided safety equipment, and adhere to all safety policies
- Work with employees who require in-field hours to obtain their NH Gas Fitters License
- Train employees in the proper propane safety procedures
- Operate a crane truck as needed
- Load a propane delivery truck and deliver propane, as needed
- Perform any other functions deemed necessary by management

Qualifications / Demonstrable skills:

- NH Fuel Gas Fitting license
- At least two years of experience placing and installing propane storage tanks
- At least two years of experience with oil and gas heating equipment and burners
- Demonstrable skills in repair, cleaning, and installation of oil and gas heating equipment and burners as well as air conditioning equipment. This includes 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:

8+
40+

Number of Hours per Day:

Number of Hours per Week:

50 lbs
25 lbs
20 lbs

Job Requires:

Maximum Lifting/Carrying of:

Frequent Lifting/Carrying of:

Approximate Ground to Overhead Maximum:

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:

	Continuou s	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