

# **Job Descriptions**

## **HVAC Service Tech**

### **Job brief**

We are looking for a self-starter Service Technician to deliver the desired customer service experience. The goal is to drive service success that improves customer satisfaction, maximizes customer retention and increases profitability.

### **Responsibilities**

- Provide service and customer support during field visits or dispatches
- Tie workflow to schedule
- Manage all on site installation, repair, maintenance and test tasks
- Diagnose errors or technical problems and determine proper solutions
- Produce timely and detailed service reports
- Document processes
- Operate vehicle in a safely manner and use field automation systems
- Follow all company's filed procedures and protocols
- Cooperate with technical team and share information across the organization
- Comprehend customer requirements and make appropriate recommendations/briefings
- Build positive relationships with customers

### **Requirements**

- Proven Field Service experience
- Ability to troubleshoot, test, repair and service technical equipment
- English literacy
- Ability to work flexible shifts and to adapt to changing work schedules
- Familiarity with mobile tools and applications

- NC Valid Driver's License
- Technical degree or certification
- Drug test and background check will be required

## Construction Laborer/ Carpenter Helper

### **Job brief**

We are looking for a General Laborer to take up manual labor tasks and support where needed.

One of the most important general laborer responsibilities is to collect trash, debris and other waste to keep the site clean and safe. You'll also get to handle power tools and materials (such as saws and drills).

This position requires both stamina and the ability to lift heavy loads. You should be able to concentrate on performing your tasks and commit to safety rules. If you fit this description, and you're also interested in doing tough but important work, we'd like to meet you.

### **Responsibilities**

- Clean up worksites from hazardous or obsolete material
- Assist carpenters, painters or other tradespeople on-site
- Handle and transport materials (e.g. cement) and equipment (e.g. drills and grinders)
- Use power tools and machinery when needed
- Follow instructions from supervisors to perform manual labor tasks (e.g. digging, carrying construction material, keeping work area clean)
- Put up warning signs (e.g. signposts, cones) for vehicles and passersby

- Help with setting up and transferring temporary structures (e.g. scaffolding)
- Report issues with equipment or unsafe conditions

## **Requirements**

- Ability to meet the physical demands of the job (standing for long periods of time, lifting heavy loads of up to 50 pounds etc.)
- Ability to attend work regularly
- Good hand-eye coordination
- Familiarity with power tools and machinery is a plus
- Communication and teamwork skills
- Commitment to safety rules
- Apprenticeship or specialization is an asset, but not necessary