



**Kings Aire, Inc.  
Job Description**

**Title: Residential Service Technician I**

**FLSA STATUS: Non Exempt**

**Supervisor: Service Manager**

**Job Summary:** Proficient in performing precision tune-ups with the ability to perform minor HVAC repairs. Working with a high degree of honesty and integrity to promote a positive image. Excel in communication and follow through to properly complete task at hand and most importantly “Deliver Exceptional Customer Service” by establishing a great rapport with the customer.

**Duties & Responsibilities:**

1. Deliver exceptional service to ensure customer satisfaction.
2. Establish a great rapport with the customer.
3. Ability to perform service repairs on residential HVAC equipment.
4. Proficient in sales of HVAC equipment and service agreements.
5. Perform Maintenance Agreement services.
6. Ability to complete required paperwork and assigned tasks effectively and efficiently.
7. Ability to adapt to changes.
8. Follow all standard operating procedures.

**Education and Experience**

1. Minimum of 2 year HVAC Service, Maintenance and Repair experience.
2. EPA Certification preferred.
3. High School diploma or equivalent.

**Key Competencies:**

1. Drug free.
2. Valid driver's license.
3. Satisfactory driving record as required by the company's insurance provider.
4. Background check.
5. Confident and self-motivated.
6. Excellent work ethic and professionalism.
7. Highly Dependable, punctual and efficient.
8. Detail oriented.
9. Professional appearance and demeanor.
10. Excels at following all Standard Operating Procedures.
11. Quickly acclimate to extreme temperatures.

**Physical Requirements:**

1. Able to work in extreme temperatures.
2. Able to adapt to all environments including but not limited to confined spaces, roof tops, etc.
3. Able to lift over 100 pounds.
4. Able to work extended daily work hours.
5. Flexibility to work nights, weekends, holidays, and on-call.

**Working Conditions**

1. Schedule of hours, Monday thru Friday, eight work hours with one hour lunch between the hours of 7:00 a.m. to 6:00 p.m.
2. Management may request overtime hours with pay based on work load and or pending tasks.

**Disclaimer Clause:** The above statements are intended to describe the general nature and level of work required of this position. This is not meant to be an exhaustive list of all responsibilities, duties and skills required.

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Employee

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Supervisor

\_\_\_\_\_  
Date