

## Job Description for Level II service tech

- Must have valid Colorado drivers license
- Must have valid CFC certification for type II or better
- Must be able to troubleshoot residential systems and commercial systems up to 10 tons
- Must be able to try new things, to excel knowledge by volunteering to take more difficult service calls that would include and not be limited to boilers, mini splits, and larger commercial systems
- Must be able to properly diagnose problems and properly convey recommendations to customer giving them an opportunity to be an ESA customer and properly following the proper steps of customer retention
- Must be able to properly diagnose code violations, dangerous situations and expose cracked heat exchangers and CO problems
- Must be willing to devote extra time for training (in house an out)
- Must be willing to follow company procedures on uniforms and proper appearance
- Must have proper hand tools including good quality electrical meter
- Must be able to be involved in on-call rotation
- Must be able to follow schedule, completing scheduled calls within given time, properly communicating issues and concerns to Service Coordinator
- Must have excellent people skills and be able to display skills by ability to socialize with fellow employees
- Must be able to display organizational skills being able to properly stock and maintain company provided vehicle

Individual will be asked to take a simple skills test to prove his/her technical skills. NATE certification is a plus, but not required.