

Job Description: Service Technician

Reports to: Supervisor/Team Leader

Job Summary: At SMHC, we are committed to fostering a positive work environment which includes a comprehensive benefit plan, performance incentives, upward mobility, mentorship, and training.

We are looking for experienced service technicians with exceptional mechanical aptitude; a good understanding of electricity; experience troubleshooting hydronic and boiler systems, forced air furnaces, ductless splits, millivolt systems, air conditioners; and so on. A G2 gas ticket is our minimum requirement, AC/refrigeration tickets are an asset.

At SMHC there is always opportunity for promotion and career advancement.

Duties:

1. Responsible to professionally install HVAC equipment and accessory items in accordance with manufacturer specifications and local codes
2. Ensure the safe operation of all new installations and correctly instruct customers on proper care and maintenance
3. Perform accurate, comprehensive diagnosis, repairs and maintenance of HVAC equipment
4. Participation in service rotation, including nights and weekends
5. Perform high-quality installs in a timely and efficient manner
6. Ensure personal and client safety. Follow all safety procedures and utilize appropriate personal protective equipment (PPE).
7. Provide and utilize appropriate hand tools.
8. Create positive relations with team members and clients through effective communication and problem solving.
9. Provide superior customer service.
10. Create and update records and reports as required.
11. Actively participate in the training and mentoring of other team members.
12. Perform other duties as assigned.

Skills and Abilities:

- Able to assess needs and carry out tasks as needed.
- Take personal ownership and pride in the quality of work.
- Strong time management and organizational skills to help keep operations running smoothly.
- Excellent attention to detail.
- Willingness to follow direction and support all operations as needed.
- Work well alone and with others in a team environment.
- Must be physically capable of performing all work required of this position (i.e. frequent lifting, bending, reaching, squatting/kneeling, using ladders and stairs, working inside and outside in all types of weather within environments that can be dusty and/or slippery).
- Friendly and personable demeanor.

- Customer service oriented.
- Punctual and dependable.

Qualifications:

- Refrigeration and Air Conditioning Mechanic license, with 313A/313D Ontario Certification.
- Excellent written and verbal communication skills.
- Able to complete complex tasks safely and efficiently with minimal supervision.
- Class G Driver's license and clean driving record.

Job Types: Full-time, Permanent

Salary: \$19.00-\$44.00 per hour

Benefits:

- Company car
- Dental care
- Disability insurance
- Extended health care
- Life insurance
- Vision care

Flexible Language Requirement:

- French not required

Schedule:

- 10 hour shift
- 12 hour shift
- 8 hour shift
- Day shift
- Monday to Friday
- Overtime

Supplemental pay types:

- Bonus pay
- Overtime pay

Experience:

- HVAC: 2 years (preferred)

Licence/Certification:

- G2 Gas License (required)
- 313D (preferred)

Work Location: In person