



KASLO, LLC
Laconia Refrigeration & New England Mechanical

Job Description

Title: HVAC/Refrigeration Technician

Reports to: Service Manager

Summary of Position:

This position is responsible for the mechanical and electrical installation, maintenance and replacement services of HVAC and refrigeration both commercial and residential according to the state and local codes and to satisfy the customer's needs.

Duties & Responsibilities:

- Perform skilled mechanical maintenance duties in the inspection, repair, and installation of ventilation, air-conditioning and refrigeration systems.
- Calibrate systems.
- Perform preventive maintenance and routine servicing of equipment.
- Diagnose defects, and install, repair, and maintain heating, ventilating, refrigeration, air-conditioning units, and commercial ovens.
- Operate specialized machinery, equipment and tools utilized in the repair, installation and maintenance of heating, ventilation, air-conditioning, and refrigeration systems.
- Assist on job sites with other technicians.
- Communicate with office should you require tickets on your board, job numbers, or assistance with documentation.
- Obtain customer signature on company provided tablet or paper work order.
- Record all entries of labor hours and materials used on each job upon completion in the Service Titan system, follow all company procedures as stated in the Procedure Manual, including proper purchase order system.
- Check in with dispatcher as needed to communicate your status.
- Responsible to completion of accurate time card and submission.
- Responsible to follow strict safety program guidelines including the use of PPE's (personal protective equipment) and fall protection equipment.
- Submit paperwork to the office at the beginning of each week for the prior week, including time card, packing slips, gas receipts and credit card receipts. Be sure to record job number or truck number the receipts.

- Maintain and schedule regular maintenance on company provided vehicle.
- Maintain a high level of professionalism at all times when driving, dealing with customers, on job sites and when communicating with vendors.
- Required to wear uniforms and maintain a neat and cleanly appearance.
- Required to meet all current regulatory standards and keep the current at all times.
- Required to be in a rotating on-call schedule from Friday 8:00 am thru the following Thursday at 8:00 am
- Ability to travel throughout the New England states and stay overnight with expenses to be a company expense.

Qualifications:

- High school diploma or equivalent preferred.
- One to three years' experience in the commercial refrigeration field.
- Excellent telephone etiquette and customer service skills.
- Strong written & verbal skills.
- Work well with others including other technicians and tradesman
- Self-motivator and strong multi-tasking, organizational, and detail-oriented capabilities.
- Ability to deal with difficult customers
- Have ability to concentrate and perform very well under pressure.

Physical Requirements:

- Physical ability to stand and or walk frequently.
- Physical ability to drive vehicles 6 - 8 hours per day.
- Physical ability to climb, bend/stoop, kneel, crouch, crawl and squat.
- Physical ability to perform work on ladders, scissor lifts, roofs, basements, attics, crawl spaces, coolers/freezers, tight/enclosed spaces & be in outside environments in various weather.
- Physical ability to use both hands.
- Physical ability to frequently lift up to 50 pounds.
- Physical ability to occasionally lift various items, such as compressors, tools and equipment up to 75-100 pounds.

The above statement reflects the general details considered necessary to describe the principle function of the job identified and shall not be construed as a detailed description of all the work requirements that may be inherent to this job. This job description is not an employment contract, implied or otherwise. The employment relationship remains "at-will".

