



Job Description

JOB TITLE: Service Technician

TYPE OF EMPLOYMENT: Full-Time, Non-Exempt (Hourly)

REPORTS TO: Service Manager and Senior Management

JOB BRIEF:

A Service Technician serves both residential and commercial customers by testing, troubleshooting, repairing, altering, and/or installing electrical systems with off-the-job supervision. S/he has a strong commitment to customer service, excellent communication skills, and is an ambassador for the quality- and integrity-oriented Central Contractors brand within the community.

RESPONSIBILITIES:

- A. Perform electrical tasks with off-the-job (general) supervision.
- B. Fully comprehend electrical theory and NFPA 70 National Electric Code.
- C. Efficiently test, troubleshoot, repair, install, and/or alter electrical systems.
- D. Provide estimates and conduct job layouts.
- E. Read and interpret electrical blueprints, diagrams, and schematics.
- F. Order electrical supplies and maintain proper documentation for purchasing and invoicing.
- G. Log all services rendered using mobile tablet; report progress to management.
- H. Maintain and build positive relationships with customers, vendors, and community at large.
- I. Train and supervise Apprentice Electricians as needed.

POSITION REQUIREMENTS:

LICENSES: Current driver's license with acceptable driving record per the Company's insurance; possess own transportation to and from office.

ELECTRICAL: Current Highlands County Journeyman preferred, but not required

EDUCATION: High School Diploma or GED

EXPERIENCE: Minimum four years of previous electrical experience

SKILLS:

- 1. Excellent customer service and communication skills (written and verbal).
- 2. Ability to use mobile technology.
- 3. Ability to diagnose and solve problems based on customers' non-technical descriptions.
- 4. Positively identify colors of wires.
- 5. Comprehend reading and drawing prints and schematics.

6. Bend conduit by hand with hand benders.
7. Capable of using all power tools, saws, threaders, wire tuggers, hydraulic benders, and knockout punches.
8. Capable of digging trenches, either by use of hand tools or power equipment.
9. Operate equipment, trenchers, and backhoe; lift in safe manner.
10. Operate two-handed tools/equipment, cable cutters, hammer drills, compression tools, jack hammers.
11. Operate company trucks with manual and automatic transmission.
12. Practice and comprehend safe work procedures per Company policy.
13. Read and interpret maps, instructional manuals, specifications, work site directions, blueprints, and written instructions.
14. Operate and work from mechanical personnel lifts (electric or gas-powered).
15. Work on energized circuits and equipment with company management approval as outlined in the Safety Policy.

WORKING CONDITIONS:

1. Job requires working in all elements inside and outside, depending on job location, time of year (heat, rain, etc.)
2. Must be able to utilize construction site sanitary facilities (Porta-Potties).
3. Job requires employees to always have personal tools with them (waist tool belt at work weighs approximately 30 pounds).
4. Works from all types of ladders (step ladders up to 14 ft, A-frame ladders, and all sizes of extension ladders, and carry and relocate up to 12 ft. step ladder by oneself)
5. Employee's personal weight and personal tools cannot exceed weight limit of ladder (Class 1-250 lbs., Class 1A-300 lbs.)
6. Perform work at various heights (up to 90 ft.) from ladders, scaffolds, aerial lifts, cat walks, bucket trucks, or other areas.
7. Work in restricted areas (switchgear room manholes, utility tunnels, crawl spaces, attics).
8. Wear personal protective equipment (hard hat, safety glasses, respirator when required).
9. Repetitive use of arms, hands, and fingers.
10. Able to work 8 hours per day, 40 hours per week, overtime as required and night shifts.

PHYSICAL FUNCTION:

1. Must be able to bend, stoop, squat, crawl, climb, kneel, balance, push, pull, and reach overhead repeatedly and for long periods of time, as needed.
2. Lift 50 pounds.
3. Constantly moving your feet.
4. Climb ladders (all types).
5. Completing overhead work for full day assignments.
6. Must be able to make transition from employee parking area or street into construction work areas and to gain access to all levels of building, even if the only means of access is by OSHA approved site construction ladder of stairs still under construction but acceptable for use.
7. Possess good vision (normal or corrected).
8. Responsible for securing tools and materials from storage areas to complete their assigned tasks.

POSITION FROM WHICH AN EMPLOYEE COULD BE PROMOTED INTO THIS POSITION:

Electrician