

FRENCH BROAD ELECTRIC MEMBERSHIP CORPORATION  
POSITION DESCRIPTION

POSITION:	HVAC Technician	REPORTS TO:	CEO/General Manager
DEPARTMENT:	District Operations	DIRECTS :	None
EFFECTIVE:	04/2021	LEVEL:	

PURPOSE OF POSITION:

To provide efficient, courteous and reliable service in servicing members' minisplit heat pump units.

MINIMUM JOB SPECIFICATIONS:

The following requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

Education and Experience:

Require High School Graduate/Equivalent. Require a minimum of five years' experience in a HVAC classification.

Knowledge and Skills:

Require ability to be knowledgeable of French Broad EMC's policies and procedures, and safety rules and regulations. Require demonstrable knowledge of the principles and practices in the theory of HVAC and refrigeration systems; use of materials, methods and tools used in the operation and repair of HVAC and refrigeration systems; be knowledgeable of applicable building codes, ordinances and regulations of State and local authorities pertaining to HVAC, and refrigeration. Require excellent written, verbal and interpersonal communication skills to effectively interact with members; flexibility to work varied hours. Require the ability to maintain current Standard First Aid and Adult CPR certification administered by the Cooperative. Maintain an active Universal EPA Refrigerant Certification.

Drivers License:

Require the ability to have and maintain a valid North Carolina driver's license.

WORKING CONDITIONS:

Outside work in various weather conditions; require flexibility to be available for overtime, and to work during emergency situations, as necessary. Require the physical ability in climbing, stooping, kneeling, crouching, reaching, standing, walking, lifting, fingering, grasping, talking, hearing, defined medium work. Require visual acuity in machine operation (a) and (c). Adverse weather conditions include defined (d), (e), ( f ) , and ( h ) .

WORKING RELATIONSHIPS:

Internal: Two-way communication with immediate supervisor for mandatory approvals, training, and direction; with other personnel to obtain necessary service information.

External: Demonstrates an awareness that the job exists to effectively serve each and every member, and at every opportunity to achieve increased member and public understanding for support of the Cooperative.

FRENCH BROAD ELECTRIC MEMBERSHIP CORPORATION  
ESSENTIAL DUTIES

The following are the essential duties and performance standards of this position. The essential duties do not include marginal functions that are incidental to the performance of fundamental job duties. The scope and duties of a given position may change or be temporarily altered based on the business needs of FRENCH BROAD ELECTRIC MEMBERSHIP CORPORATION. This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

**ESSENTIAL DUTIES:**

The HVAC Technician:

- Installing, maintaining and repairing ventilation and air conditioning systems and equipment.
- Identifying maintenance risks on equipment.
- Diagnosing electrical and mechanical faults for HVAC systems.
- Cleaning, adjusting and repairing systems, and performing warranty services.
- Performing emergency repairs promptly and efficiently.
- Providing technical direction and on-the-job training.
- Keeping daily logs and records of all maintenance functions.
- Ensuring compliance with appliance standards and with Occupational Health and Safety Act.
- Complying with service standards, work instructions and customers' requirements.
- Assisting with customers' queries.
- Understanding of advanced principles of air conditioning, refrigeration and heating.
- Excellent written, verbal and interpersonal skills.
- Proficient in reading schematics and work plans.
- Ability to work after hours, over weekends and on public holidays with short or no notice.
- Ability to work in confined spaces.
- Routinely lift objects weighing up to 150 pounds.
- Repair or replace defective parts in units and equipment and their controls, including thermostats, automatic switches, fan controls, log switches, damper motors, louvers, relays, filters, controls, belts, compressors, heat exchangers, high limit controls, pressure controls, safety valves, and automatic gas valves.

**Additional Duties:**

1. Effectively completes documentation of HVAC-servicing activities, as directed.
  - A. Ensures service sheets are current and have all consumer information.
  - B. Basic record-keeping techniques.
  - C. Proper methods of storing equipment, materials and supplies.
  - D. Ensures paperwork for inventory is recorded.
2. Installs new heat pump equipment as instructed by the Heat Pump Program director.
  - A. Identifies hazardous conditions.
  - B. Completes job orders on a timely basis.
  - C. Changes out broken or stopped equipment as required.
3. Courteously addresses member complaints and requests for service.
  - A. Maintains current information on all FRENCH BROAD ELECTRIC MEMBERSHIP CORPORATION services and programs.
  - B. Refers member inquires to appropriate personnel when unable to assist members.

4. Maintains safety standards and awareness.
  - A. Establishes and maintains acceptable safety standards.
  - B. Maintains current knowledge of FRENCH BROAD ELECTRIC MEMBERSHIP CORPORATIONS safety regulations and evaluation of personal compliance.
  - C. Performs in accordance with established safe environment.
  - D. Keeps truck, equipment, tools and work area clean and orderly.
  - E. Maintains compliance with traffic laws, safety rules and regulations.
  - F. Maintains capability to perform first aid, artificial respiration, pole top resuscitation and CPR.

**SUPPLEMENTAL DUTIES:**

In addition to performing the essential duties of the position, the HVAC Technician:

5. Interpersonal Skills
  - A. Demonstrates effective employee relations skills when interacting with other personnel without regard to race, sex, disability, national origin, color, religion, age, or Vietnam Era/disabled veteran status.
  - B. Maintains a professional and courteous manner.
  - C. Participation, teamwork, and an open and cohesive work environment are supported.
6. Attendance and Promptness
  - A. Reports to work at designated time and has regular acceptable attendance.
  - B. Provides availability for extra duty as required.
  - C. Volunteers for overtime when needed.
7. Work Quality
  - A. Accurately and thoroughly performs job duties.
  - B. Completes work with a minimum or no errors.
  - C. Evaluates and considers results of job responsibilities.
8. Business Appearance
  - A. Dresses appropriately for the position based on Cooperative standards.
9. Job Effectiveness
  - A. Demonstrates self-motivation.
  - B. Demonstrates effective planning and organizing skills.
  - C. Effectively sets priorities and performs in an efficient manner.
  - D. Completes primary job functions without duplication of efforts.
  - E. Demonstrates self-discipline without supervision.
10. Self Development/Technical Knowledge and Skills
  - A. Demonstrates current technical job knowledge and skills for effective performance of position duties.
  - B. Progresses in previously communicated performance improvement.
  - C. Demonstrates initiative to acquire additional knowledge for effective Job performance.
11. Effective Communication
  - A. Demonstrates proficient oral and written communication skills.
  - B. Demonstrates effective listening skills prior to taking action.
  - C. Communication to supervisor in all matters which affect their duties.
  - D. Effectively learns and accepts the Cooperatives practices, concepts, policies, and procedures.

12. Skills Required for the HVAC program
- A. Demonstrate the ability to install all types of HVAC equipment.
  - B. Understand minisplit heat pump systems and the features that may or may not affect it.
  - C. Demonstrate the ability to troubleshoot HVAC problems and resolve them and have a solid understanding of how to use HVAC troubleshooting tools.
  - D. Understand air compressors and pneumatic controls.
  - E. Understand cooling tower and boiler water treatment.
  - F. Use of manual and electrical tools and equipment applicable to the HVAC trade.
  - G. Use of welding and soldering techniques.
  - H. Understand Health and safety regulations.

APPROVAL DATE: