

Entry Level Service Technician

JOB DESCRIPTION

Summary/Objective

Ensure customer satisfaction and retention by installing and servicing all types and models of water conditioning systems in a responsible, effective, and efficient manner.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Assist with installs and removals of all water conditioning systems in accordance with state and local codes.
2. Test untreated water to determine correct equipment setting. Test treated water to determine performance of equipment. Ensure equipment is set and operating properly.
3. Service equipment, including troubleshooting, filter changes, repairs, and removals.
4. Respond to customer inquiries in a courteous manner. Promptly respond and resolve every customer inquiry.
5. Keep customers' property secure at all times. Take precaution to avoid damage to customer property.
6. Maintain and operate company vehicles in a safe and proper manner. Perform daily truck inspection and advise if maintenance is needed.
7. Accurately and legibly complete all required forms and reports, both written and electronic.
8. Obtain and/or maintain current Installer's License if required by State or pass WQA Certified Installer (CI) course. Keep skills and knowledge current to adapt to changing product lines and business environment.
9. Perform work with Sterling Water company values in mind:
 - Integrity: Do the right thing. Trust and honesty are essential in everything we do.
 - Safety: Take action to prevent accidents and injuries.
 - Teamwork: Work together to accomplish our goals.
 - Continuous Improvement: Search for and implement better ways.
10. Other duties, as assigned

Key Performance Behaviors

Successful Sterling Water employees consistently meet or exceed the following key performance behaviors: Adaptability, Learning, Continuous Improvement, Customer Focus, Decision-Making, Delivers Results, Integrity, Safety Focus, Teamwork, Technical Knowledge, and Communication.

Supervisory Responsibility

This role has no supervisory responsibilities.

Work Environment

While performing the duties of this job, the employee frequently works in customer homes/place of business. The employee is occasionally exposed to hot/cold conditions, dust/dirt, smells, and may work with hazardous chemicals. Update

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Update

While performing the duties of the job, the employee is constantly required to use hands and fingers to feel, handle objects or controls, and reach with hands and arms. The employee must frequently lift and carry up to 50 pounds and occasionally lift, move, or cart up to 220 pounds. Proper lifting techniques are required. The employee is frequently required to talk, read, write and hear. The employee is occasionally required to climb, stoop, kneel, and crouch.

Position Type and Expected Hours of Work

This is a full-time position. Days and typical hours of work are Monday through Friday, 7:00 a.m. to 3:30 p.m., 40 hours per week. Hours may vary.

Required Education and Experience

1. High school diploma or GED diploma, or one to three months' related experience and/or training, or equivalent combination of education and experience.

Preferred Education and Experience

1. Previous maintenance experience
2. Previous plumbing experience

Additional Eligibility Qualifications

1. Valid Driver's License
2. Pass Department of Transportation physical when required.

Work Authorization

Must be legally authorized to work in the United States of America.

Equal Employment Opportunity Statement

Sterling Water, Inc provides equal employment opportunities to all employees and applicants for employment. In addition to federal law requirements, Sterling Water, Inc. complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment. Sterling Water, Inc. expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic

information, disability, or veteran status. Improper interference with the ability of Sterling Water, Inc.'s employees to perform their job duties may result in discipline up to and including discharge.

Classification

Non-exempt

Reports to

Service Manager or Dealership General Manager

Revision Date

10/12/2021

Travel

No overnight travel is expected for this position

Signatures

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee _____ Date _____