



EMPLOYEE JOB DESCRIPTION

Service Technician

Reports To: Foreman

FLSA Status: Non-Exempt

SUMMARY: The Service Technician is responsible to work with clients and customers to complete assigned repair projects in a safe and timely manner.

DUTIES AND RESPONSIBILITIES:

- Identifies deficiencies of a roof and determines recommendations and plan for repair.
- Welds seams, curbs, stack, scuppers, etc.
- Checks and inspects heat welded seams.
- Installs collector boxes and downspouts.
- Installs commercial gutter and downspouts, metal coping and wood nailers.
- Terminates and waterproofs all types of penetrations with little to no instruction.
- Operates all tear-off equipment, including, roof cutter, gas saw, checks oil, etc.
- Knows proper operation of unit jacks.
- Lays out and installs rolls with minimum supervision.
- Ensures all repairs are completed properly and efficiently.
- Performs inspections of completed repairs to ensure proper completion.
- Abides by all Company safety procedures including wearing all required PPE
- Ensures at the end of the day that all equipment and materials are secure to prevent damage or risk of loss; trash is picked up and disposed of properly; job site is thoroughly cleaned up and free of debris and 100% weather tight; ladders and equipment are properly stowed and put away.
- Performs all other duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education and/or Experience-** High School diploma or (GED or High School Equivalence Certificate) preferred.
- **Language Skills** – Ability to read, analyze, and interpret work order and financial reports. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to management. Ability to interact clearly and effectively, in both written and oral communication, with the Foreman, clients, staff, vendors, etc.
- **Mathematical Skills** – Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- **Computer Skills** - To perform this job successfully, an individual should be proficient in personal computer skills including electronic mail, record keeping, routine database activity, word processing, spreadsheet, graphics, etc. This role requires an average knowledge of Microsoft Office.
- **Other Qualifications** - Valid driver's license.

COMPETENCIES:

- **Dependability-** Refers to the ability to be trusted or relied upon to act in the way required or expected.
- **Listening-** Refers to the ability to be an attentive and active listener and have the patience to hear people out.
- **Learning Skills-** Learns quickly when facing new problems. A relentless and versatile learner. Open to change. Analyzes both successes and failures for clues to improvement. Experiments and will try anything to find solutions. Enjoys the challenge of unfamiliar tasks. Quickly grasps the essence and the underlying structure of anything.
- **Safety-** The employee is safety conscious about the work environment and equipment. The work area is free of debris to prevent trip and slip hazards. All products and equipment are stored in its proper location. All safety guards and other safety devices are in its proper location, are functional, and utilized effectively on a consistent basis. Standard operating procedures, safety work rules and good general manufacturing practices are followed on a daily basis.
- **Teamwork-** Refers to the ability to bring about, cause or influence a joint action by a number of people to achieve a desired result. Understands others quickly and can find common ground. Practices attentive and active listening. Has patience to hear people out and can accurately restate the opinions of others even when he or she disagrees. Provides the information people need to know how to do their jobs and to feel good about being a member of the team.

PHYSICAL DEMANDS:

While performing the duties of this job, the individual constantly travels around construction sites. The employee is frequently on his or her feet, moving about the construction site, and is regularly required to move about and stoop, kneel, crouch, or crawl. They use their hands continuously while performing job duties. Most activities involve fine and gross manipulation of items. The employee is frequently required to balance and climb ladders and/or scaffolding. They must be able to exchange accurate information with other individuals on the construction site and in the office. The individual must be capable of reviewing their work and others work for errors and make adjustments as necessary. They must regularly lift, push, pull, and/or move up to 75 pounds.

WORK ENVIRONMENT:

While performing the duties of this job, the individual is constantly exposed to a construction site work environment. The noise level in the work environment is usually moderate to high. The individual is exposed to a variety of weather conditions when on a job site.

Due to exposure of tools and construction equipment, the individual may be required to wear personal protective equipment, based on customer and/or job site requirements.

Employee Signature: _____

Date: _____

Employee Name: _____
(Printed)