

HVAC/Gas Service Technician

Job Summary:

This role is responsible for the service and maintenance of residential and commercial gas appliances. The position requires the individual to have HVAC, gas and boiler experience. The individual is required to be available during business hours as well as after hours in case of an emergency service requirement.

Responsibilities and duties include but are not limited to:

General Skills:

- Enforce and practice all safety requirements for wearing proper safety equipment and execute emergency procedures as outlined in training programs such as WMIS or Fall Protection
- Monitor and demonstrate the proper use of tools, equipment, company vehicle, machinery for cleaning, safe and proper usage and storage from theft
- Conduct tests to ensure proper installations of plumbing systems to meet the code expectations by inspectors and city officials
- Read site drawing and study structures to assess sequence of laying pipes, materials, equipment, supplies to be ordered and labor force requirements
- Co-ordinate and document the immediate return of excess supplies and materials ordered on site directly to suppliers
- Read site drawing to ensure fair estimates for takeoffs and that all installations, repairs or maintenance work meet The Ontario Plumbing Codes and safety requirements.
- Maintain a detailed work journal on the tablet to document work performed, issues discussed and resolved, meeting requirements and any other relevant information needed to be documented
- Direct and demonstrate working skills to apprentices and helpers in pre-assembly and in the installation of plumbing systems
- Assess the labour needs of a job or task to complete the job safely and effectively
- Safely assist and direct the loading and unloading of tools, supplies and materials ordered
- Attend residential and commercial inspections, service calls and installations. This could include furnaces, air conditioners, HRV's, fan coil units, boilers and radiant heating
- Service and maintain residential and commercial gas appliances and systems
- Repair any issues they encounter, such as gas leaks or other problems related to gas pumps, pipes or systems and accurately document all the repairs

Administration/Operational:

- Collects all the required customer information for issuing a daily invoice before leaving a job/customer, even if there are subsequent daily visits
- Demonstrates technological skill to use electronic tools to complete work orders, input materials, subcontractors needed and services completed at each site



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- Communicates and informs main office of any materials not listed in the software program in order to keep the list updated
- Corresponds with head office for any information required to complete a work order to invoice the customer daily before leaving the site
- Organizes, cleans and tidy company vehicle and ensures they attend scheduled maintenance visits
- Manage inventory efficiently and return supplies promptly
- Responsible for reporting tool, equipment repairs to ensure they are addressed

Physical & Psychological Working Conditions/Requirements:

- Lifting, carrying, pushing and pulling weights of up to 50lbs or more usually are required.
- Handling, gripping, reaching above shoulders or below shoulders are required repeated actions.
- Sitting, standing, walking, climbing, bending, crouching, kneeling, crawling, twisting, and balancing are necessary mobile actions used.
- All sensory and perceptual demands such as hearing, vision, spatial perception, reading, writing and speaking are required.
- Good dexterity of hands and fingers are needed to operate various tools and equipment.
- Manual dexterity and ability to work at various heights in different climatic conditions are prerequisites.
- The work environment may be inside, outside, hot, cold, wet, dry, noisy and slippery.
- Work locations may be congested with other trades, independently quiet and may require safely accessing confined isolated spots.
- Operate machinery, travel with a vehicle to sites, working alone or independently but also in a group are conditions of work.
- Deadline pressures, stress of multi-tasking, communicating and interacting diplomatically with clients, other trades, site supervisors and co-workers in regards to responsibilities, job progress, issues are demanding aspects.
- Respect, honesty and sound work ethics are important attributes.

All plumbers must always work in compliance with ID Plumbing Services' Health and Safety Policy and Occupational Health & Safety acts and regulations, and use personal protective equipment and clothing as directed by ID Plumbing Services. Keeping sites clear of debris and maintaining a safe working environment and procedures is required at all times.