



6-01-09

## HVAC SERVICE TECHNICIAN

**Dave Droegkamp Heating Inc.**, a well-established, respected, family owned and operated heating, air conditioning and sheet metal company located in Hartland, Wis., is seeking qualified applicants to fill this open, key position within the company. *This position reports directly to our Service Coordinator.*

**Job function:** This position is responsible for performing day-to-day servicing of HVAC products and equipment as dispatched by the Service Coordinator in the most efficient, cost-effective and customer-oriented manner.

**Key requirements include:**

- Analyze, diagnose and resolve customer service and repair needs.
- Perform service/repair functions in a timely and efficient manner, done right the first time.
- Able to spot potential problems that arise from a service call that the customer needs to be aware of to prevent premature or unexpected breakdowns or callbacks.
- Ensure assigned service truck is orderly and stocked properly to ensure arrival to job with proper supplies, diagnostic equipment and/or tools. Also watch and maintain proper vehicle fluid levels, and keep vehicle interior neat and orderly.
- Able to fill out all job-related forms and paperwork in a timely, complete and accurate manner.
- Ensure work area where service/repairs were done is left in a clean and orderly manner.
- Able to represent self and the company in a professional, courteous and customer-focused manner.
- Handle customer concerns, questions and/or problems in an effective and positive manner.
- Able to meet and maintain position productivity and job safety requirements.
- Attend service training classes to upgrade technical capabilities and versatility required to perform varied service functions.
- Meet or exceed company standards regarding service tune-up renewals, IAQ and accessory sales, and production of sales leads.
- Keep supervisor aware of information, situations, etc. warranting his/her attention and timely involvement.

Compensation commensurate with experience and competitive benefits package.

Please send/e-mail resume and compensation history/requirements, *in confidence*, to:

**General Manager  
Dave Droegkamp Inc.  
540 Norton Drive  
Hartland, WI 53029  
duanel@davedroegkamp.com**