



## **Job Description**

<b>Job Title:</b>	Master Plumber	<b>Reports to:</b>	General Manager
<b>Location:</b>	Sturbridge, Massachusetts	<b>Position Classification:</b>	Non-Exempt, Full-Time

### **Position Summary**

The primary role of the Master Plumber will be responsible for assembling, installing, and repairing pipes, fittings, and fixtures of heating, water, gas and drainage systems according to specifications and plumbing codes by performing the following duties.

### **Position Responsibilities**

- Represents the values of the company to customers, prospective customers and the public in a professional and respectful manner
- Communicates clearly and effectively to convey information to new and existing customers
- Resolves customer concerns or complaints in a professional and helpful manner
- Maintains a professional image and superior customer service
- Notifies supervisor of any issues that might impact safety, customer satisfaction, productivity, and other established goals and standards
- Installs and repairs plumbing fixtures
- Install and service Propane Equipment
- Ensures systems meet all standards of building codes and safety
- Obtains required permits for work to be performed
- Adheres to current rules and regulations related to plumbing so that systems pass inspection the first time.
- Performs scheduled maintenance
- Sets a high standard of personal conduct for the service department employees
- Advocates for all aspects of safety for the service department including appropriate personal protective equipment, proper lifting of heavy parts and equipment, hazardous materials handling and general safety awareness
- Ensures the safe use of company service vehicles
- Understands, follows and advocates company policies and local, state and federal rules, regulations, and codes pertaining to the safe installation and service of oil and propane equipment while creating relationships with state and local authorities
- Conducts regular work inspections and provides technical guidance as needed
- Involved in special projects from time to time, depending on business need
- Responsible for any other tasks and duties as assigned, which may or may not relate to the normal scope of this position
- Attends and participates in company training programs

### **Required Knowledge, Skills and Abilities**

- High school diploma or general education degree (GED); and four years or more as a Master Plumber
- Current Plumber's License Required
- Must fulfill annual continuing education requirements
- Must maintain required materials certifications
- Must possess a valid Driver's License
- Must possess a Master Plumber's License

- Ability to work well with others, team player
- Must be able to pass a pre-employment physical (conducted at our occupational health provider's location)
- Must meet employment eligibility standards set for criminal and other background checks

**Physical Demands and Work Environment**

While performing the duties and responsibilities of this position, the employee may be required to:

	Never	Occasionally	Often	Always
Talk			X	
Hear			X	
Vision - Close			X	
Vision - Far			X	
Stand		X		
Walk		X		
Sit		X		
Climb/Balance		X		
Push/Pull			X	
Lift > 25 lbs			X	
Stoop/Kneel/Crouch/Crawl		X		
Reach		X		
Feel/Use hands and fingers		X		

The employee will work in both an office environment and in the field. This employee is exposed to moving vehicles and changes in weather. The noise level in the work environment is usually quiet to moderate.

Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions.

**Acknowledgement of Receipt and Understanding**

Employee Name: \_\_\_\_\_ (print) \_\_\_\_\_ (sign)

Date: \_\_\_/\_\_\_/\_\_\_