



Job Description

Job Title: Oil & Propane Service Technician

Reports to: General Manager

Location: Worcester/Sturbridge, Massachusetts

Position Classification: Non-Exempt, Full-Time

Position Summary

The Service Technician is a front line field position responsible for representing the company on the road and at customer locations. Also responsible for performing the installation, maintenance, diagnosis, and repair of many types of home heating and comfort appliances, tanks and supply systems while providing quality service to ensure and maintain a high level of customer satisfaction, productivity and safety. This position is also responsible for safely delivering oil and/or propane to customers while providing quality service to ensure and maintain a high level of customer satisfaction, productivity and safety. This position may also assist in the maintenance of tanks on-site or at customer locations and may be called on to assist with tank setting and removal, transportation functions and bulk plant and/or vehicle maintenance.

Position Responsibilities

- Responsible for the installation and service of home heating appliances and systems
- Utilizes company equipment (i.e. two-wheel dolly, power truck tailgate, hydraulic truck crane, bucket tractor) safely and properly
- Transports, installs, assembles, and removes many varieties of home comfort and other oil appliances and systems with a high degree of accuracy and efficiency
- Troubleshoots, services, repairs and maintains many varieties of home comfort and other oil appliances and systems
- Assists other technicians and/or other employees as needed
- Resolves customer concerns or complaints in a professional and helpful manner and provides customers with solutions to their energy, comfort and any safety-related needs
- 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 equipment while creating relationships with state and local authorities
- Performs inspections and leak testing of propane systems, light propane appliances after service interruptions and places propane systems out of service as necessary
- Inspects oil tanks and piping and bleeds oil lines and fire oil burners as necessary
- Completes required paperwork and documentation in a professional and legible manner
- Represents the company professionally and respectfully in all interactions with customers and with the general public
- Provides customers with solutions to their energy, comfort and any safety-related needs
- Ensures the appearance and condition of company vehicles, equipment, tools, and other assets are safe, clean and maintained
- Attends and participates in company training programs
- Sets and follows high standard of personal conduct
- 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

- Participates in the on call-rotation company policies and local, state and federal rules, regulations, and codes pertaining to the safe installation and service of oil equipment while creating relationships with state and local authorities

Required Knowledge, Skills and Abilities

- Minimum of two (2) years of experience working as an oil and propane service technician, prior experience in the oil and propane industry preferred
- Graduate of High School or equivalent
- Must have a valid driver's license
- Must have a valid journeyman oil burner license
- Massachusetts propane license preferred
- Self-motivated with a high degree of comfort working independently in managing priorities and making decisions
- Demonstrated ability to work as part of a team
- Strong sense of professionalism and ability to maintain discretion
- Well-developed verbal and written communication skills
- Must have a clean driving record
- Must be able to pass a pre-employment physical (conducted at our occupational health provider's location)
- Must meet pre-employment (post offer) 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	
Push/Pull			X	
Lift > 25 lbs			X	
Climb/Balance			X	
Stoop /Kneel/Crouch/Crawl			X	
Reach			X	
Feel/Use hands and fingers			X	

The employee will primarily work outside. This employee is exposed to moving vehicles and changes in the 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.