



JOB DESCRIPTION

Perform a wide variety of standard to moderately complex technical tasks related to installing, maintaining, and repairing HVAC equipment, systems, and building automation system controls. Install, maintain, and repair products such as central plant systems, air handler units, boilers, chillers, cooling towers, induction units, heat pumps, furnaces, air-conditioners, package heat/cool rooftop units, make-up air units, ventilation & exhaust systems, & motors while providing excellent customer service.

Job Title:	Commercial HVAC Service Technician
Department/Location:	CPM/MEP Team
Reports to:	GM Manager
Position Supervises:	N/A
Fair Labor Standards Act (FLSA) Status:	Non-Exempt; Hourly
Employment Status:	Full Time
Revision Date:	4/1/2022

JOB SUMMARY

The basic function of the Commercial HVAC Service technician is to ensure that the ULI portfolio of HVAC equipment, systems, and building automation system controls are operating in a dependable, efficient manner to deliver the most effective means of heating, ventilation, and air conditioning, consistent with industry standards for class A office space.

The technician regularly responds to service calls, provides solutions to complex service problems, and works with outside vendors & contractors, utilizing their knowledge, skills, and abilities to provide the highest quality front line customer service.

The technician directly assists customers, and other technicians with the installation, maintenance, and repair of HVAC equipment, systems, and building automation system controls while providing continuous quality service in a timely manner.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Maintain a professional courteous manner with all customers, tenants, vendors, contractors, and fellow employees at all times.
- Monitor, manipulate & adjust Building Automation Systems (BAS) controlling HVAC equipment and systems.
- Troubleshoot and repair/replace HVAC equipment, systems and BAS controls.
- Complete facility rounds and HVAC equipment, systems, and BAS checks as required.
- Maintain HVAC equipment, systems, and controls across ULI portfolio.
- Test HVAC equipment, systems, and BAS for functionality, consistency of operation, and code compliance as required.
- Completes tasks related to HVAC preventative maintenance.



- Assist with the installation of HVAC equipment, systems, and controls.
- Investigate HVAC problems, develop solutions, provide estimates, plan & execute approved work.
- Suggest HVAC process or operating improvements that add value and may reduce operating expense.
- Lead special HVAC projects and accept other responsibilities as may be assigned.
- Follow department and company policies, in addition to those outlined in the ULI Employee Handbook.
- Proper timely completion of work orders, payroll timesheet entries, mileage & credit card reimbursements, & Payscan reviews.
- Maintain organized and effective workspaces, tool cart, & parts inventory.
- Carry and effectively utilize a smart mobile device to communicate & perform daily work, and on call rotation requirements.
- Effectively utilize a tablet, desktop and/or laptop computer to communicate & perform daily work.
- Assure adherence to all company, city, state, and federal safety standard guidelines.
- Perform other related duties as required.

NONESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Participate in any MEP, General Maintenance, or other general work as deemed necessary.
- Perform other related duties as required.

JOB KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of HVAC troubleshooting and repair practices & procedures
- Knowledge of BAS functionality
- Knowledge of computer software i.e. Microsoft Office Suite & BAS software
- Excellent customer service skills
- Excellent analytical skills and attention to detail
- Excellent computer skills for email, payroll, and BAS programming
- Excellent record keeping skills
- Excellent organizational skills
- Excellent prioritization skills
- Ability to operate electronic devices i.e. computers, laptops, & smartphones
- Ability to operate standard office equipment
- Ability to maintain a consistent, punctual, and regular attendance
- Ability to work as an effective, engaged member of a team
- Ability to work independently in a timely manner
- Ability to read and interpret blueprints, plans, and manuals
- Ability to take direction & guidance
- Ability to climb ladders, work in confined spaces, high places & inclement weather
- Ability to lift 75lbs safely on a frequent basis
- Ability to adapt to changing work priorities; meet deadlines & schedules



- Ability to work effectively & efficiently with frequent interruption
- Ability to work under pressure while maintaining composure during emergent situations
- Ability to establish and maintain effective & harmonious working relationships with customers, tenants, vendors, contractors, and fellow employees at all times

EDUCATION/CERTIFICATION/LICENSURE

- Must have a valid High School Diploma or GED
- Must have an EPA Section 608 Technician Certification; II & III or Universal
- Must possess & maintain a valid driver's license & clean driving record
- Must possess & maintain a valid social security number
- Must pass a pre-employment background check as required

EXPERIENCE

- Minimum 5 years of experience in HVAC equipment & systems troubleshooting, repair/replacement, and maintenance
- Provide 3 professional references
- Building Automation System familiarization

WORK LOCATIONS & CONDITIONS

- Class A Office Space; Occupied & Unoccupied
- Mechanical Machinery & Equipment Areas; Interior & Exterior
- Construction Sites
- Other locations & conditions as required



PHYSICAL REQUIREMENTS

	NOT REQUIRED	OCCASIONALLY (33%)	FREQUENTLY (66%)	CONTINUOUSLY (100%)
Standing			X	
Walking			X	
Sitting		X		
Lifting			X	
Carrying			X	
Pushing			X	
Pulling			X	
Climbing			X	
Balancing			X	
Stooping			X	
Kneeling			X	
Crawling			X	
Reaching			X	
Handling			X	
Speaking				X
Hearing				X
Seeing				X
Color Vision				X
Depth Perception				X

I have read the above job description and acknowledge my understanding of the duties and responsibilities set forth herein.

Employee Name (please print): _____

Employee Signature: _____ Date: _____