**Job Description**

**Position:** G12

**Category:** Full time-Nonexempt

**Title:** Heating and A/C Specialist

**Reports To:** Shop/LP/Heating & A/C Manager

**Position Objective:**

To sell, distribute, install, and repair heating, cooling, plumbing, and related products in a

manner that will optimize the market share and savings, improve the efficiency, help achieve the mission and goals, and result in outstanding customer service.

**Position Responsibilities:**

The heating and air conditioning specialist’s responsibilities involve sales, service,

inventory, reporting, safety and maintenance, and other duties as assigned by

management.

The heating and air conditioning specialist will maintain a positive attitude that promotes

team work within and a favorable image.

**Job Duties:**

Make sales calls on all potential customers in the trade area.

Increase sales of service labor.

Know and use all resources necessary to make proper recommendations and applications of products sold.

Ensure no product problems result due to your recommendation or installation.

Attend all product updates and service training sessions.

Lose no customers due to careless performance.

Resolve customer complaints; deliver, connect, and maintain equipment; respond to after-hour calls from customers; maintain product areas and pricing.

Maintain a clean and orderly inventory area.

Maintain product inventory, analyze and project customers’ seasonal needs, and assist in evaluating product lines.

Report all product deliveries promptly and accurately.

Maintain the delivery vehicle, follow regulations, operate the delivery vehicle safely, and communicate safety and operating procedures to customers.

Ensure the delivery vehicle is maintained to include washing and maintaining a clean vehicle, following regular vehicle maintenance, reporting and fixing any needed repairs.

Observe OSHA, state, and federal safety regulations.

Other duties as assigned by management.

**Physical Requirements:**

Including but not limited to prolonged periods of standing and sitting, working in confined spaces and from heights, bending, kneeling, climbing stairs and ladders, working in a variety of conditions (heat, cold, dust, etc), lift up to 65 pounds unassisted.

Must maintain a driver’s license.

*Employee Acknowledgement*

*I have read the job description and am able to perform the job functions listed above.*

Employee Name Date: