



**Date**

11/11/22

**Job Description and Responsibilities:**

Plumbing & Drain Technician

**Job Summary:**

Comfort Control is a family owned, customer focused, service company and the premier Plumbing, Heating and Air Conditioning contractor in North Central Ohio. We take pride in providing the absolute best experience for our customers, the best products on the market and have the highest standards for installation and service. Our vision is to consistently exceed our customers' expectations, provide our employees and their families with a place they are proud to work and give back to the communities that have supported us since 1980.

Are you confident, consistent, and methodical in the way you approach work? Are you a team player striving to produce results for the company you work for while advancing in your career in the trades? Comfort Control is growing once again and looking to fill the position of **Plumbing & Drain Technician**. We have high standards for the work we perform and consider our employees and loyal customers to be a part of our extended family. If you are trustworthy, can work independently and enjoy helping people in a time of need, this is the opportunity for you!

**Job Responsibilities:**

- Plumbing & Drain Technician (Technician) will be expected to follow and uphold all aspects of established company culture, core values and standards for excellence.
- Technician will be responsible for inspecting, cleaning and clearing drain blockages in residential homes and light commercial buildings using a company provided rotary cable machine, high pressure water jet and/or inspection camera.
- Technician must be able to successfully perform basic drain cleaning functions using small to large sized drain cleaning machines on a number of plumbing fixtures including but not limited to toilets, sinks, tubs, showers, floor drains, cleanouts, etc.
- Technician will be responsible for maintaining, fueling and stocking their service truck with adequate parts and supplies from the company warehouse.
- Technician will be responsible for documenting, transporting, cleaning and maintaining all company tools and drain cleaning equipment.
- Technician will be expected to perform maintenance and repair on all aspects of the plumbing trade;
  - o Water Heaters, Sump Pumps, Circulating Pumps, Garbage Disposals, etc.
  - o Plastic, Copper and Cast-Iron Drain Waste and Vent (DWV) Piping
  - o Copper, Cast Iron, Black Iron and Plastic Water, Drain, Vent and Gas Piping
  - o Residential and Commercial Plumbing Fixtures
  - o Water filtration and backflow prevention.
- Technician will be expected to be on time and complete service calls in order and in a timely manner.
- Technician will be required to read, understand, and follow all manufacturer service manuals and instructions.
- Technician will be expected to possess and be proficient using the tools necessary to perform their job (wrenches, pipe cutters, nut drivers, etc.).
- Technician will be expected to provide written documentation to the customer, service dispatcher and/or service manager of all service and customer related problems in terms that can be understood.



- Technician will be expected to complete all paperwork relating to billing their service calls and may occasionally be required to accept payment using company provided methods.
- Technician will be responsible for maintaining a position on the "On-Call/Service" rotation (approx. once per month).
- Technician will be expected to follow all established and normal safety precautions while on the job.
- Technician will occasionally be expected to work on ladders and be comfortable with heights.
- Technician will report to the Service Manager and will take daily instruction from the Service Dispatcher.
- Technician will be expected to interface with customers in their homes and places of work and therefore must maintain an acceptable appearance and manners.

#### **Requirements:**

- 2+ years as an experienced Plumber or Drain Technician is preferred, but not required.
- Candidate must have the basic knowledge of how a plumbing system works and applicable codes, rules and regulations pertaining to the plumbing trade.
- Candidates with state licensure or backflow certification will be given extra consideration.
- Candidates with experience operating drain cleaning equipment will be given extra consideration.
- Candidates must possess their own hand tools (wrenches, nut drivers, pliers) and cordless power tools. Company provides corded tools, press tools, threading tools, etc..
- Candidate must be capable of working independently with minimal supervision and must also get along well with others. This position will primarily be dispatched to service calls individually.
- Candidate must possess a valid driver's license with a clean/insurable driving record, be able to pass a pre-employment drug screen and background check.
- Candidate will be expected to perform physical activities and occasionally lift items up to 50 lbs.

#### **Benefits Include:**

- Technicians are paid a competitive hourly wage based on their skills and work experience, plus opportunities for occasional spiffs and bonuses.
- Company health insurance (company and employee share equal responsibility of 50% premium payment). Both traditional and HSA plans are available. Life and vision insurance are also available.
- Technicians maintaining a position on the on-call rotation will be assigned their own company vehicle, gas card and iPad.
- New employees earn up to 32 hours of paid time off (sick/vacation) in their first year of employment, 72 hours in year two, 112 hours in years 3-10 and 152 hours for 10+ years of continuous employment.
- Six Paid Holidays (New Years, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving & Christmas)
- Simple IRA Retirement Plan with company match up to 3% of Gross Wages.
- Paid Training, Continuing Education and Professional Development/Training Reimbursement
- Monthly tool allowance and family YMCA membership supplement (50%).
- Company provided apparel, family outings, employee appreciation days, etc.