

Classification: Non-exempt
Reports to: Tyler Van Evra (GM)
Date: Current

Job Description
Service Installer
Category: Technical

Summary

Service Installer is a technical position that requires the highest ethical and business standards. Service Installer must adhere to the core values and mission of Lloyd's Plumbing, Inc.

Essential Functions

1. Embrace and communicate the Lloyd's Plumbing, Inc. core values in all aspects of their installations
2. Provide the highest quality plumbing installation expertise and innovative thinking that customers expect
3. Provide excellent plumbing installations to all customers, both residential and commercial

Solutions and Recommendations – Setup, Installation, Demolition, Cleanup

1. Provide high quality setup, installation and clean up services on every project
2. Accurately and effectively communicate the ongoing work status of the project to the Lead Service Technician/Drain Technician responsible for the project
3. Repair, install or replace interior and exterior drain, sewer and vent systems
4. Safety – perform all duties in conformance with appropriate safety and security standards
5. Demolition – perform all duties in conformance with appropriate demolition standards
6. Excavation – perform all duties in conformance with appropriate demolition standards
7. Plumbing – perform all duties in conformance with appropriate plumbing standards
8. Hardscape and Landscape Repair – perform all duties in conformance with appropriate hardscape and landscape repair standards

Competencies

1. Full understanding of city and county plumbing compliance codes
2. Able to interface professionally and appropriately with commercial and residential customers
3. Full understanding of Lloyd's Plumbing products and services
4. Demonstrate and communicate Lloyd's Plumbing, Inc. values
5. Present oneself in a professional manner with regard to attire, personal hygiene and appearance
6. Professional standards are commensurate with our organizational practices of appropriate business conduct, professionalism and dress code
7. Accurately and effectively communicate ongoing job or project status with Lead Drain Technician responsible for the project.
8. Possess technical knowledge that demonstrates an understanding of all possible plumbing problems and how to solve them
9. Build trust with customers and take an honest approach to customer interactions
10. Take responsibility for customer satisfaction
11. Knowledge will consist of technical problem-solving that will apply to the specific plumbing problems of individual customers
12. Able to fit the proper solution to the plumbing problem being worked on

Supervisory Responsibility

This position has no supervisory responsibilities.

Work Environment

While performing the duties of this job, the employee may be required to work in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals and vibration. The noise level in the work environment is usually quiet while in the office, or moderately to extremely loud when in the field

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to speak, understand and hear. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, color vision, and the ability to adjust focus.

The employee is constantly required to use hands and fingers to feel, handle or operate objects, tools, or controls; and reach with hands and arms. The employee is required to climb, balance, stoop, kneel, crouch, crawl and walk.

Walking	60-80%
Standing	60-80%
Bending	60-80%
Lifting	60-80%
Climbing	50-70%
Kneeling	60-80%
Crawling	60-80%
Reaching	60-80%
Balancing	100%
Stooping	60-80%
Crouching	60-80%
Sitting	0 - 15%

Moves continuously during working hours. Employee must lift and/or move at least 50 pounds or greater.

Position Type/Expected Hours of Work

This is a full-time non-exempt position. Hours of work are Monday through Friday, 7:00 a.m. to 4:00 p.m., 8 hours per day, 40 hours per week. Position may require daily overtime.

Travel

Travel is primarily local during the business day.

Required Education and Experience

- 1 – 3+ years of relevant experience or any equivalent combination of education and experience that demonstrates the ability to do the job.
2. Ability to communicate clearly and concisely with customers, vendors and co-workers, both in writing and verbally.
3. Valid driver's license and the ability to drive in California.

Preferred Education and Experience

1. High School Diploma or GED.

Additional Eligibility Qualifications

1. Unblemished driving record.

Work Authorization/Security Clearance

None

EEO Statement

Lloyd's Plumbing, Inc. provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. [Insert if applicable.]

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management:

Manager/Owner _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee Signature _____ Date _____

Employee _____
Print Name