

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

Job Description
Drain Technician
Category: Technician

Summary

The Drain Technician position performs a variety of routine and complex technical duties in diagnosing drain and sewer problems for commercial and residential customers. This position requires the highest ethical and business standards. Must adhere to the core values and mission of Lloyd's Plumbing, Inc.

Essential Functions

1. Ability to accurately diagnose drain and sewer problems for commercial and residential customers
2. Responsible for accurately identifying and recommending solutions for all customers
3. Correctly use Lloyd's Plumbing pricing
4. Accurately and effectively provide customer solutions
5. Able to accurately estimate all aspects of a plumbing job, coordinate the scope of the job, and set pricing for the job with the Project Coordinator and the Lead Installer
6. Communicate all possible plumbing solutions to Lloyd's Plumbing customers
7. Strive for customer satisfaction
8. Have the ability to build trust with all customers
9. Take an honest approach to all customer interactions
10. Possess technical knowledge and communication skills to effectively communicate solutions to all customers
11. Possess technical knowledge consisting of an understanding of all possible plumbing problems and how to solve them.
12. Apply problem-solving skills to the specific individual problems of individual customers and the ability to fit the proper solution to the plumbing problem being worked on
13. Technician must be at a technical level in the plumbing field that eliminates guesswork
14. Possess Lloyd's Plumbing product knowledge, building code knowledge and an understanding of plumbing systems
15. Must understand processes and code compliance
16. Deep understanding of inspection processes and city and county plumbing codes

Competencies

1. Accurate troubleshooting and diagnostic skills.
2. Ability to estimate jobs.
3. Ability to provide LPI options for repairs, replacements and services.
4. Discretion.
5. Decision Making.
6. Time Management.
7. Thoroughness.
8. Customer/Client Focus.

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, nonexempt 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

No travel is expected for this position.

Preferred Education and Experience

High school diploma or GED

Some prior experience in a plumbing environment

Additional Eligibility Qualifications

Valid driver's license and ability to drive in California

Work Authorization

Drain Technician Job Description 12/18

Authorization to work in the U.S.

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.

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 their 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_____

HR_____

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

Employee_____ Date_____