

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

Job Description
Lead Drain Technician
Category: Technician

Summary

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

Essential Functions

1. Performs a variety of duties that include accurately diagnosing plumbing problems for commercial and residential customers
2. Accurately identifies and recommends solutions for all customers
3. Correctly uses appropriate sales techniques and Lloyd's Plumbing pricing
4. Accurately and effectively provides customer solutions
5. Accurately estimates all aspects of plumbing jobs, coordinates the scope of the jobs, and sets pricing for job with the Project Coordinator and the Lead Installer
6. Communicates all possible plumbing solutions to Lloyd's Plumbing customers
7. Takes full responsibility for customer solutions
8. Builds trust with customers and takes an honest approach to customer interactions
9. Possesses technical knowledge that demonstrates an understanding of all possible plumbing problems and how to solve them
10. Ability to effectively communicate solutions to all customers
11. Ability to fit the proper solution to the plumbing problem they are working on and eliminate all guesswork
12. Possess Lloyd's Plumbing product knowledge, building code knowledge and an understanding of plumbing systems
13. Perform all duties in conformance to appropriate safety and security standards
14. Deep understanding of inspection processes and city and county plumbing codes
15. Full responsibility for compliance in all jobs sold
16. Pricing must be responsible, accurate and based on Lloyd's Plumbing price book
17. Servicing LPI customer's drain stoppages and regularly scheduled maintenances utilizing LPI drain cleaning equipment such as, but not limited to; snaking equipment ($\frac{3}{4}$ " cable, $\frac{1}{2}$ " cable and $\frac{1}{4}$ " cable), portable electric jetter, and trailer mounted jetter.
18. Performing various repairs on drain systems.

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 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.

Preferred Education and Experience

1. 3 – 5 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. High School Diploma or GED

Additional Eligibility Qualifications

Valid driver's license and ability to drive in California

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Work Authorization

Authorization to work in the United States

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 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