

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

**Job Description**  
**Service Technician**  
**Category: Technician**

**Summary**

The Service Technician will provide excellent plumbing service and follow Lloyd's Plumbing, Inc., pricing and call-booking protocol for all residential and commercial customers.

**Essential Functions**

1. Accurately and effectively provide and communicate all possible plumbing solutions to Lloyd's Plumbing, Inc. customers
2. Possess technical knowledge that demonstrates an understanding of all possible plumbing problems and how to solve them
3. Ability to fit the proper solution to the plumbing problem they are working on and eliminate all guesswork
4. Perform all duties in conformance to appropriate safety and security standards
5. Pricing must be responsible, accurate, and based on Lloyd's Plumbing, Inc. price book
6. Build trust with customers and take an honest approach to customer interactions
7. All plumbing repair/replacement options must be presented to the customer in the LPI "good, better, best" format.

**Competencies**

1. Accurate troubleshooting and diagnostic skills.
2. Ability to provide LPI options for repairs, replacements and services.
3. Discretion
4. Decision Making
5. Time Management
6. Thoroughness
7. 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, 7:30 a.m. to 4:30 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.

### **Additional Eligibility Qualifications**

Valid driver's license and the ability to drive in California

### **Work Authorization**

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 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