



## Job Title: HVAC Technician

**\* Generous Tool Allowance, Tuition Reimbursement, Other Bonuses\***

Coastal Heat Pumps is a family-oriented, residential HVAC company based on South / Central Vancouver Island and operates from Victoria to Chemainus. Our goal is to lead the industry in providing the most comfortable indoor climate to every home in the communities we serve!

A technician's main responsibility is to create or restore comfort in our customers' homes by installing, diagnosing and repairing HVAC systems. We educate our homeowner/customer on the issues we see, present solutions and allow them to choose the resolution that best fits their needs.

### Duties and Responsibilities

- Install, troubleshoot, repair and service HVAC units
- Present findings and options as estimates to customers, providing advice as needed/requested
- Identify and suggest opportunities for quality and cost improvements
- Complete approved repairs, improvements, or installations within industry standard hours per repair pricing guide
- Complete warranty paperwork/digital forms as required by manufactures
- Collect payment for work performed
- Follow up through dispatching software for invoicing and future job needs
- Ensure complete customer satisfaction upon completion of work

### Job Requirements

- Minimum 2 years of direct residential HVAC installation or service experience (Journeyman Certification Preferred)
- Valid driver's license and clean driving record and ability to be bonded
- Able to lift up to 50lbs, bend, kneel, squat and lift as well as being comfortable working on ladders and in confined spaces
- Able to learn new technology / ipads / service programs etc
- Great communication and customer service skills
- Excellent problem-solving and critical-thinking skills
- Neat and clean appearance at all times
- Team player with a positive attitude



### **Pay & Other Benefits**

- Competitive wages
- Opportunity for raises, performance pay bonuses, and other bonuses in addition to regular wages
- Extended health benefits including life insurance, dental and vision care
- RRSP Matching Program
- Employee discounts
- Relocation assistance
- Company vehicle
- Flexible schedule
- Company events and staff recognition
- Potential for 4 x 10-hour shift schedule with 3 days off in the future
- Tuition reimbursement
- Generous Tool Allowance

**Job Types:** Full-time, Permanent

**Pay:** \$50,000.00-\$100,000.00 per year