



**PO Box 871  
Leander, TX 78646  
RMP 18148**

## **Plumbing Technician**

The position of plumbing technician is an important one with our company. The plumbing technician is our human link with the customer who has retained our plumbing services. This is a vital link in terms of revenue, reputation and success. Anyone performing in this capacity must have exceptional interpersonal and communication skills in order to effectively communicate with the client as well as the office.

### **Specific Job Requirements**

- Ability to perform all plumbing repairs and replacements to code
- Ability to solder and perform necessary electrical work associated with the plumbing project the client requires
- Must be capable of troubleshooting, diagnosing and explaining all problems and options to the client
- Must be capable of performing a thorough and accurate plumbing inspection and communicating findings to the client
- Ability to complete paperwork legibly and in an understandable manner
- Ability to perform calculations necessary for plumbing work as well as calculations necessary for invoicing purposes
- Must be comfortable asking for payment and collecting money
- Must comply with all safety standards and processes
- Must be able to climb ladders and work in close spaces
- Must know and adhere to all state plumbing codes
- Ability to communicate the benefits of club memberships to the client
- Must meet all standards such as callback ratio, average ticket, productivity, club membership conversion, accurate StraightForward Pricing calculations, etc.

### **Other Job Requirements**

- Ability to read a map
- Must present a professional image by arriving on time, wearing company uniforms, and being neat, and well groomed.
- Must have a clean driving record and valid driver's license
- Must have the ability to communicate with all clients and in particular, have the ability to work with women

- Ability to supervise apprentices
- Must respect and protect client's home by wearing shoe covers
- Must keep truck clean, stocked and accurately inventoried
- Must be willing to continue training for personal growth as well as participating in the training of new employees

### **Location**

- Field position. Daily duties will be performed in and around the city of Austin. Paperwork and money collected is returned to the office located at 1903 Leander Dr., Leander, TX 78641

### **Salary Range & Status**

- Full-time position. Salary range is \$20.00 to \$ 30.00 per hour depending on experience during training period. Performance based pay after training period. Training wage of \$15 per hour and non-billable pay of \$27 per hour. Bonuses are paid based on club membership sales, scoreboard standing and product sales.

### **Working Conditions**

- Typically a 40-hour work week. Position does require additional hours during "on-call" rotation and when necessary to finish work in progress
- Daily hours may vary from a 7:30 a.m. – 4:30 p.m. shift to a 10:00 a.m. – 7:00 p.m. shift depending on scheduled work.
- Must be available for on-call rotation
- Work includes working indoors and out, in inclement weather and temperature extremes

### **Educational Requirements**

- High School Graduate

### **Drug/Alcohol Testing/Motor Vehicle Testing**

- Performed prior to employment and at random times during employment with no advanced knowledge. If position includes access to a company vehicle, motor vehicle checks will also be performed.

### **Working Relationships**

- Position reports directly to the operations manager
- Courtesy and respect are expected at all times towards ALL members of our team.

**General**

- Ability to perform as a team player
- Other duties as assigned by manager

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_