



## **Job Description**

**Job Title:** Oil Burner Service Technician      **Reports to:** Admin. Division Manager

**Location:** Smithfield, Rhode Island      **Position Classification:** Non-Exempt, Full-Time Hourly

### **Position Summary**

The Oil Service Technician is a front-line field position responsible for representing the company on the road and at customer locations. Also, responsible for performing the installation, maintenance, diagnosis, and repair of many types of oil home heating and comfort appliances, tanks and supply systems while providing quality service to ensure and maintain a high level of customer satisfaction, productivity and safety.

### **Position Responsibilities**

- Consistently demonstrates actions consistent with Sail's Core Values.
- Responsible for the installation and service of home heating appliances and systems
- Transports, installs, assembles, and removes many varieties of home comfort and other oil appliances and systems with a high degree of accuracy and efficiency
- Troubleshoots, services, repairs, and maintains many varieties of home comfort and other oil appliances and systems
- Assists other technicians and/or other employees as needed
- Resolves customer concerns or complaints in a professional and helpful manner and provides customers with solutions to their energy, comfort, and any safety-related needs
- Ensures the safe use of company service vehicles
- Understands, follows, and advocates company policies and local, state, and federal rules, regulations, and codes pertaining to the safe installation and service of oil equipment while creating relationships with state and local authorities
- Represents the company professionally and respectfully in all interactions with customers and with the general public
- Utilizes company equipment (i.e. two-wheel dolly) safely and properly
- Completes required paperwork and documentation in a professional and legible manner
- Ensures the appearance and condition of company vehicles, equipment, tools, and other assets is safe, clean, and maintained
- Attends and participates in company training programs
- Sets and follows a high standard of personal conduct
- Participates in the on-call rotation
- Understands, follows and advocates company policies and local, state and federal rules, regulations, and codes pertaining to the safe installation and service of oil equipment while creating relationships with state and local authorities
- Advocates for all aspects of safety for the service department including appropriate personal protective equipment, proper lifting of heavy parts and equipment, hazardous materials handling and general safety awareness
- Ensures the safe use of company service vehicles
- Involved in special projects from time to time, depending on business need
- Responsible for any other tasks and duties as assigned, which may or may not relate to the normal scope of this position

**Required Knowledge, Skills and Abilities**

- Minimum of two (2) years of experience working as an oil burner service technician
- Graduate of High School or equivalent
- Must have a valid Drivers license
- Must have a valid Rhode Island oil and technicians license
- Must have toolbox with appropriate tools
- Self-motivated with a high degree of comfort working independently in managing priorities and making decisions
- Demonstrated ability to work as part of a team
- Strong sense of professionalism and ability to maintain discretion
- Well developed verbal and written communication skills
- Must have a clean driving record
- Must be able to pass a pre-employment physical (conducted at our occupational health provider's location)
- Must meet employment eligibility standards set for criminal and other background checks

**Physical Demands and Work Environment**

While performing the duties and responsibilities of this position, the employee may be required to:

|                            | Never | Occasionally | Often | Always |
|----------------------------|-------|--------------|-------|--------|
| Talk                       |       |              | X     |        |
| Hear                       |       |              | X     |        |
| Vision - Close             |       |              | X     |        |
| Vision - Far               |       |              | X     |        |
| Stand                      |       |              | X     |        |
| Walk                       |       |              | X     |        |
| Sit                        |       | X            |       |        |
| Push/Pull                  |       |              | X     |        |
| Lift > 25 lbs              |       |              | X     |        |
| Climb/Balance              |       |              | X     |        |
| Stoop/Kneel/Crouch/Crawl   |       |              | X     |        |
| Reach                      |       |              | X     |        |
| Feel/Use hands and fingers |       |              | X     |        |

The employee will primarily work outside. This employee is exposed to moving vehicles and changes in the weather. The noise level in the work environment is usually quiet to moderate.

Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions.

**Acknowledgement of Receipt and Understanding**

Employee Name: \_\_\_\_\_ (print) \_\_\_\_\_ (sign)

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_