

Connecticut Appliance & Fireplace Distributors, LLC
Job Description

Job Title: Technical Service Specialist

Department: Production

Reports To: Production Manager

FLSA Status: Non-exempt

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Approved By:

Approved Date:

Summary Services and Installs hearth products such as direct vent fireplaces, and gas logs, marble and mantel surrounds, flue pipe and related hearth products in customer's homes by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

ALL GAS AND ELECTRICAL WORK MUST BE PERFORMED UNDER THE GENERAL SUPERVISION OF A LICENSED GAS TECHNICIAN.

Prepares for fireplace, appliance installations and/or service calls assigned by the Scheduler.

Fabricates necessary piping and connectors to route gas from a stubbed outlet to fireplace log burners or gas appliances.

Performs and/or assists Gas Technician to diagnose and repair hearth products and LP/Natural gas problems.

Installs and sets up hearth products orders as directed on company sales orders.

Performs work required on company contract maintenance agreements, including gas service.

Maintains company logs related to customer installations and vehicle mileage.

Ensures safe practices are followed at that all work accomplished meets applicable State and local regulations.

Accommodates customer requests at the work site or calls the Production Manager to resolve questionable actions.

Ensures accomplishment of vehicle and equipment maintenance needed to maximize serviceability and long life.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Certificates, Licenses, Registrations

NFI Certification, HPG-1 certification preferred and a current driver's license is required.

Work Schedule

Hours for this position are 7:00 a.m. to 3:30 p.m., Monday through Friday. The employee may be expected to exceed normal hours at overtime rate based upon related workload.

Compensation

An hourly rate of pay is negotiated with the Managing Member; additional compensation is left to the Managing Member's discretion. The standard CAFD employee benefits package as defined in the Employee Handbook is also provided.

Terms of Employment

As a condition of employment, individual accepts responsibility for strict compliance with the terms and policies specified in the employee handbook provided during the hiring interview and any company policy letters posted at the business location.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to sit; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to high, precarious places. The noise level in the work environment is usually moderate.