



"The One That Gets It Done"



Family Owned Since 1921

405-848-1700

www.silvernailservice.com

JOB DESCRIPTION

COMFORT SPECIALIST

SILVERNAIL HVAC/P provides Heating, Ventilation, Air Conditioning and Plumbing services to the Oklahoma City Metro area.

We pride ourselves on premium comfort services and excellent customer care.

Family Owned and Operated.

The One That Gets It Done ... Since 1921

GENERAL JOB DESCRIPTION

Comfort Specialist will perform all necessary tasks to complete Heating & Air Conditioning OR Plumbing service, repair & install jobs. Comfort Specialists will present themselves in a clean and professional manner while in the office, company van & especially our Clients homes. Comfort Specialists will prioritize recovery of our Clients comfort while providing the utmost care every step of the way, leaving their home in a broom swept condition. You will be expected to drive a company vehicle to and from jobsites while respectfully obeying all traffic laws. Your specific duties will depend on experience level & be discussed at time of interview.

DUTIES AND RESPONSIBILITIES

- Drive company vehicle.
- Perform all necessary tasks to complete the job, per your experience level.
- Able to create and send invoices to customers, as well as receive payments from customers.
- Properly utilize our Straightforward Menu Pricing.
- Answer any and all questions presented by customers to the best of his/her ability. Delegate questions to the appropriate parties when necessary.
- Willingness to learn and adapt to the ever-improving environment of our company.

QUALIFICATIONS FOR THE JOB

Education:

- High School/GED

Experience:

- Heating & Air Conditioning AND/OR Plumbing service experience preferred, not required.
- Competent in the use of electronic devices (our invoicing is on tablets).
- Answer the telephone in a professional manner.
- Conduct conversation with Clients with respect, knowledge, care & professionalism.

Physical Requirements:

- Must be able to lift 50 lbs.



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TRAINING & SUPERVISORY PERIOD OFFICE STAFF/DISPATCH

TRAINING PERIOD – 2 WEEKS

New Hire will work alongside the Senior Comfort Specialist to learn how to:

- Conduct a professional phone call with our Customers
- Create a job, schedule a job, dispatch to a job, create an invoice
- Send invoices to the Customer via email or text
- Receive payments in our software
- Conduct professional messaging with Customers in our software
- Pitch our Comfort Assurance Program (CAP) to a Customer
- Utilize our filing system
- Conduct other duties of the job as provided by the Senior Comfort Specialist

SUPERVISORY PERIOD – 1 WEEK

Employee will work independently while the Vice President is in office with the employee.

This is a time for the Vice President to evaluate the employee on the skills learned while the employee works alone. The Vice President is in office to answer any questions and provide real-time feedback to the employee.

The Vice President will check the employee off on the aforementioned skills above during this time.

The Supervisory Period of 1 week is subject to change, dependent upon the employees performance.

Senior Comfort Specialist (S.C.S.) will train Comfort Specialist (C.S.) new hires for a period of 2 weeks, supervise for 1 week and check off C.S. new hire for independence IF C.S. new hire meets the aforementioned requirements at the end of the 3 week training and supervisory period.

S.C.S. will continue to monitor C.S. new hires through accompanied jobs as well as customer reviews and feedback. If S.C.S. deems the C.S. new hires insufficient in independence, S.C.S. may revoke independence or employment at any time.

Standard training period is 3 weeks, including 1 week of supervision. C.S. new hires performance may extend training to insure the C.S. new hires receive the appropriate training to conduct C.S. duties & responsibilities proficiently and to the standards set forth by SILVERNAIL HVAC/P.