

A Description of an HVAC service technician at CLAAD MECHANICAL LLC

- A highly trained individual
- An individual that continually grows their knowledge. They will continually both “self-educate” and be provided with training based upon current needs and evaluations.
- An individual that belongs to one or more training organizations IE: RSES, ACCA, ASHRA, NATE* (NATE is a good training program and is in the public eye. We are very concerned with the “teaching for the test” aspect of that program. We have seen firsthand that anyone can pass a NATE test if prompted, but cannot use the knowledge in practice to serve our clients. That is why we place it as a low priority. Clients can explore the RSES.org website.) Our technicians are mandated to become members of RSES. CLAAD MECHANICAL LLC is a corporate member of RSES.
- Is more concerned with providing the best possible service to the company’s clients than their own needs
- Thinks outside the box
- Does not complain to others
- Is articulate
- Is prompt
- Is clean cut
- Is polite
- Parks the company vehicle out of the way of others
- Keeps their work area clean
- Co-operates with others
- Ensures that quality shows through in the day to day tasking
- Documents each task in a well communicated fashion, in written form and with images that are stored to job file
- Their primary tasking is to keep our clients safe and comfortable using all the resources available to them.
- Evaluates the system(s) and surrounding areas for things that are (or could) become issues. These items are then brought to the attention of the client after being discussed with a supervisor. There will be an introduction to the problem or issue(s) with any known or observed possible ramifications. There will then be solution(s) provided with options.
- They are not there to sell you items or equipment that is not needed. Technicians within our company are not paid commission to sell materials or parts.